13 STEPS TO

Mastering the Basics

Version 3.00 | Novtel Copyright 2014

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1 Introduction

Novtel Property Management is a leading, feature rich, flexible and extremely easy to use software solution for everyone who is involved with managing properties on a regular basis. This powerful system is currently being used in the following industries:

- Residential Property owners
- Commercial Property owners
- Industrial Property owners
- Account Management of Small to medium Municipalities
- Municipalities with rental properties
- Social housing companies
- Rental management Agents
- Golf Estates with rental property pools
- Body Corporate managers
- Body Corporate management agents
- Fractional ownership management agents
- Estate agents with rental divisions
- Self catering Holiday resorts
- Caravan Parks

- Novtel Property Management systems are able to manage long-term monthly rentals as well as short-term holiday day-to-day rentals
- The real power of Novtel Property Management is the fact that it seamlessly integrates with Pastel Partner / Xpress
- Novtel Property Management is equipped with remote and direct link from levy account or rental contract to the Novtel access control system of the facility on-site. Access control at Body Corporate and facilities are managed by the Novtel system, not the security guard

In order to print you documents in PDF format, you need to install Bullzip PDF Printer

- Open your Internet Browser
- Search for "Bullzip PDF Printer", and download the free version

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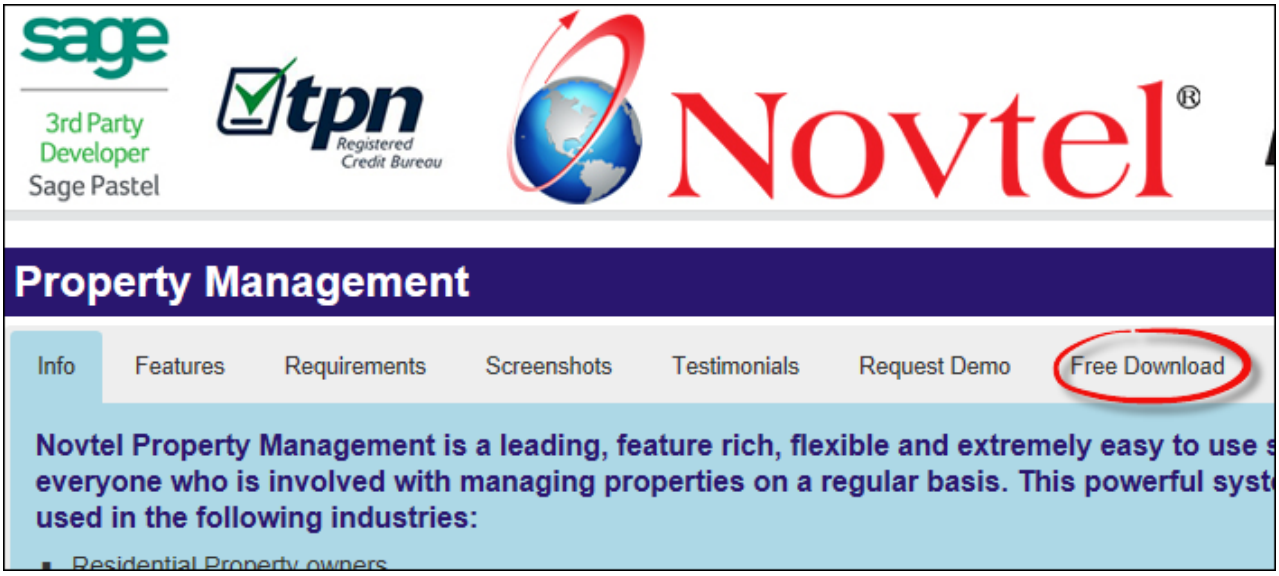
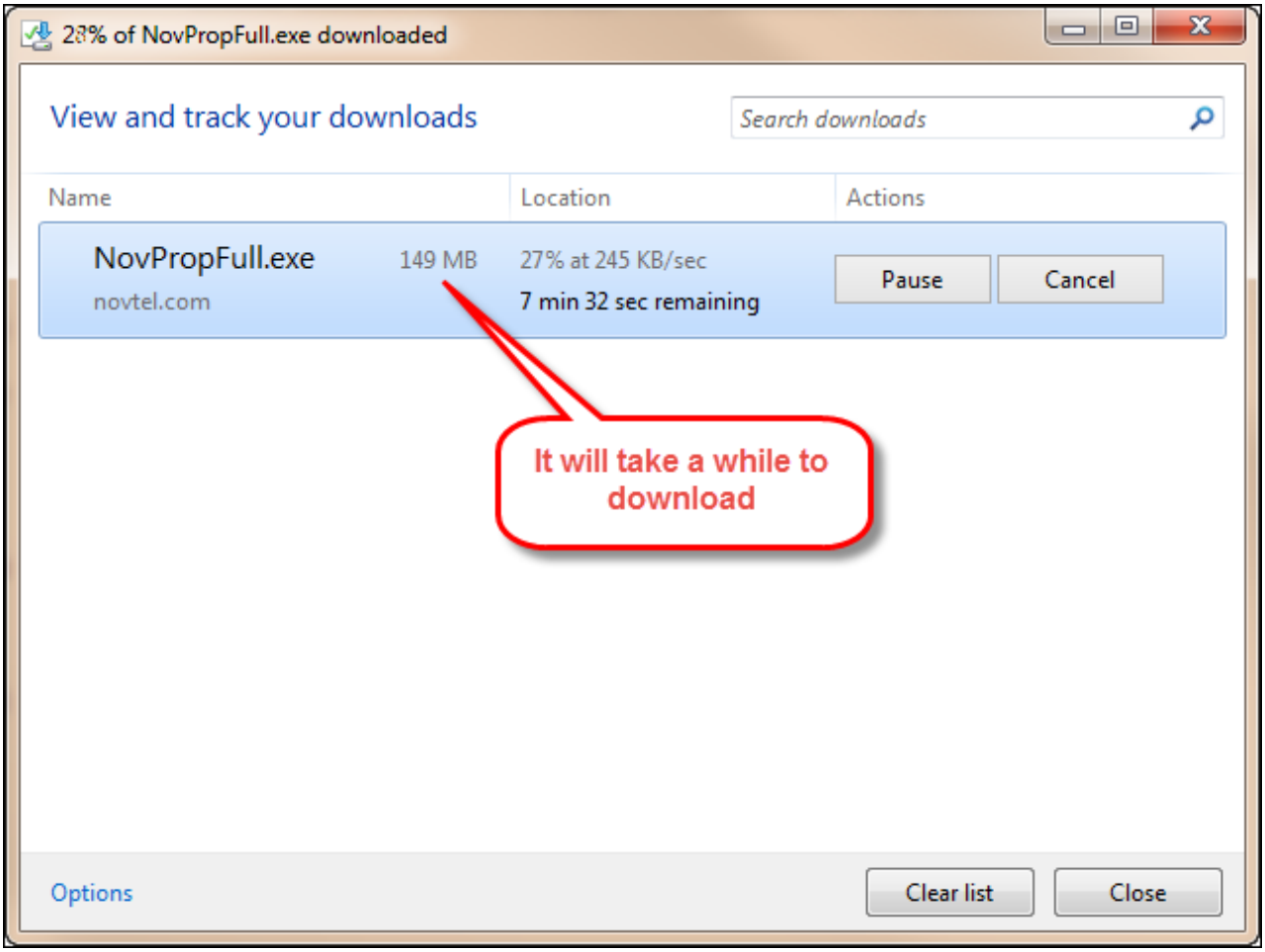
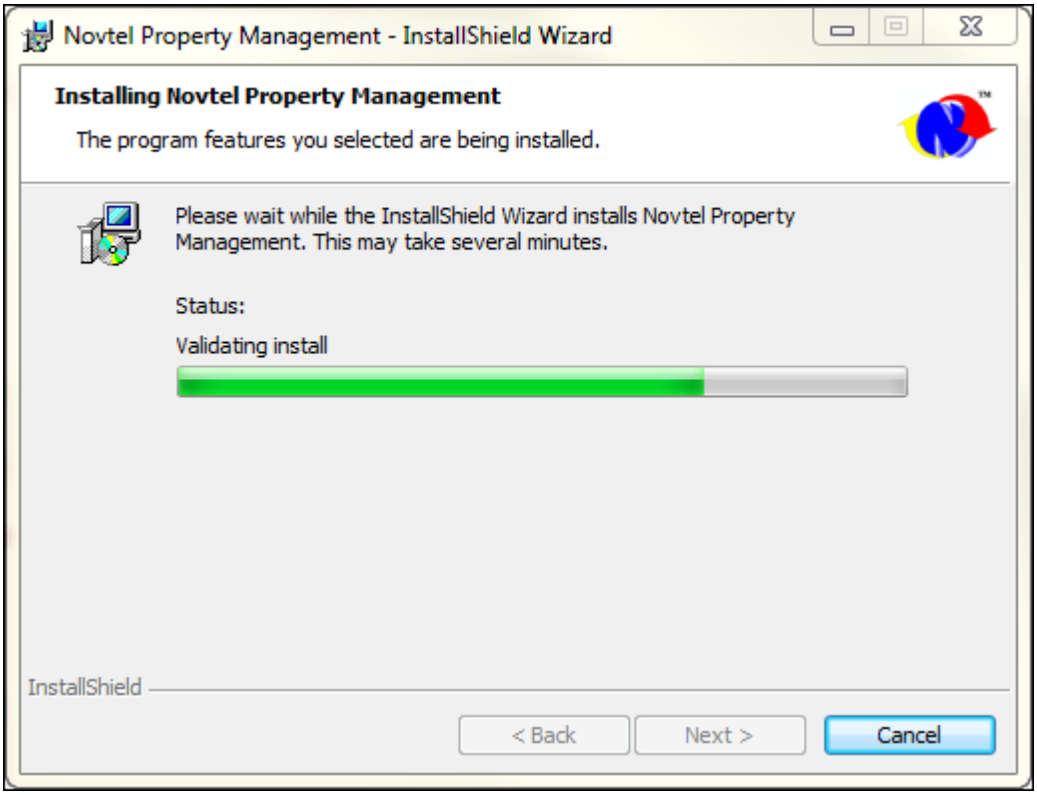
2 Downloading and Installing



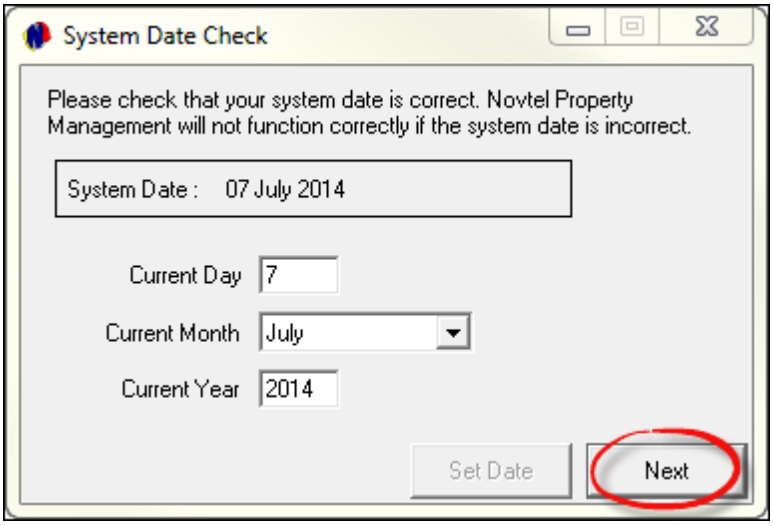
- Click on "**Run**" when prompted to do so



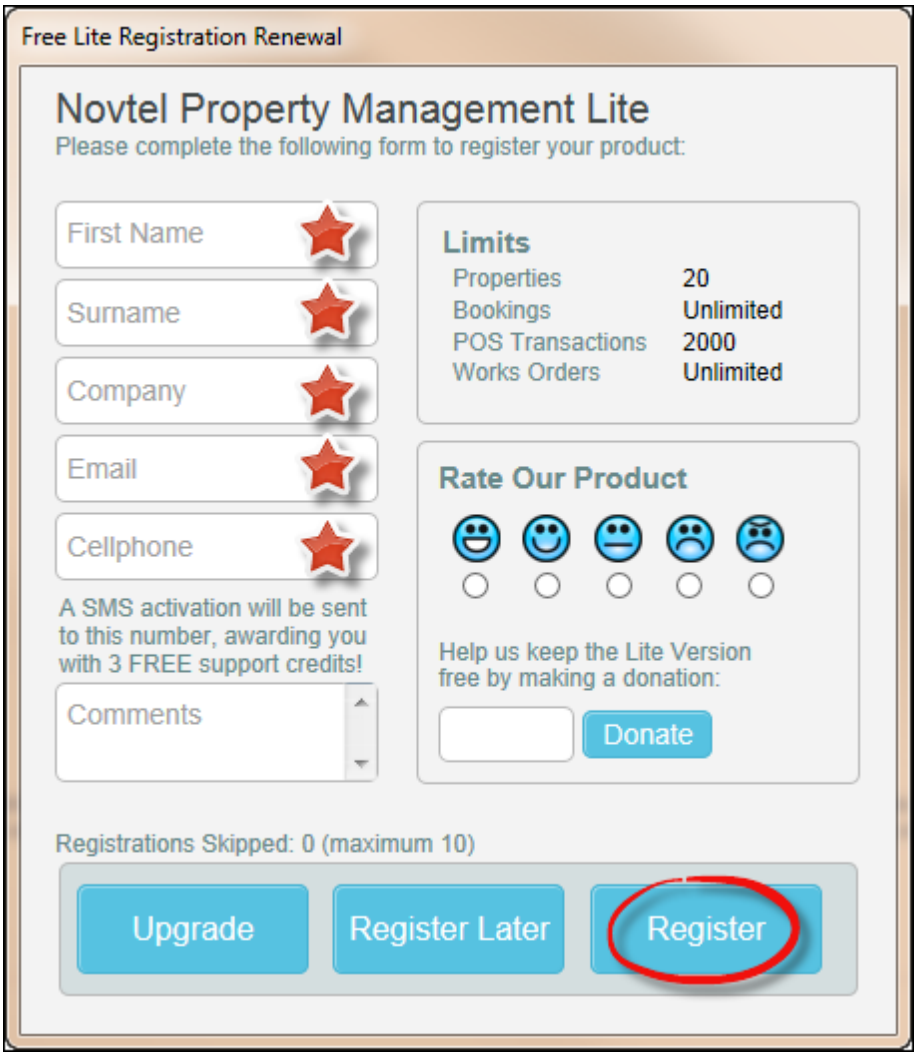
- Click on "**I accept the terms in the license agreement**", "**Next**" and "**Next**" again. The program will now be installed

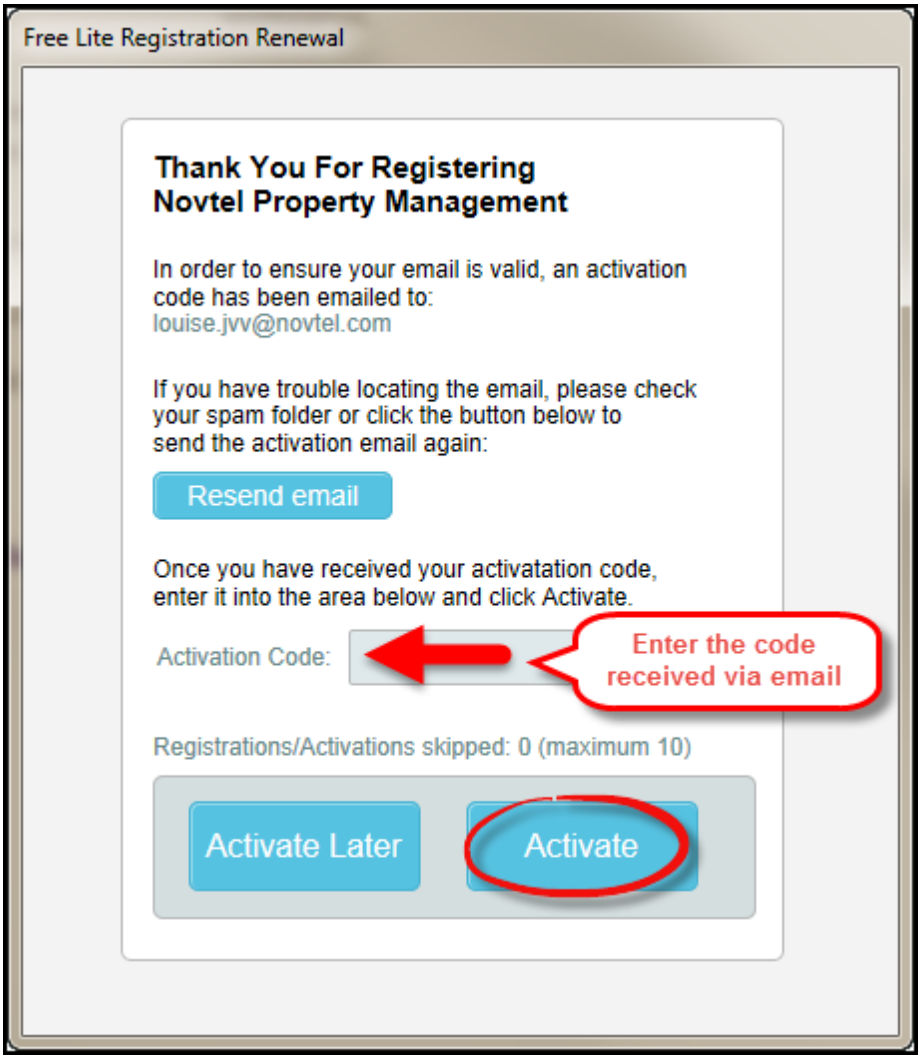


- Click "**Finish**" when the installation is completed
- Now click on the "**Property Management**" icon created on the desktop
- Check the date and click "**Next**"



- Enter all details in the "**Free Lite Registration Renewal**" screen as indicated
- Be sure to enter the correct details, since an activation code will be sent via e-mail in order to activate the software on your computer




Free Lite Registration Renewal
Thank You For Registering
Novtel Property Management
In order to ensure your email is valid, an activation code has been emailed to:
louise.jvv@novtel.com
If you have trouble locating the email, please check your spam folder or click the button below to send the activation email again:
Resend email
Once you have received your activatation code, enter it into the area below and click Activate.
Activation Code:
Enter the code received via email
Registrations/Activations skipped: 0 (maximum 10)
Activate Later
Activate

2.1 The Novtel Fictional List (Suppliers/ Tenants)

For demonstration purposes, we have compiled a list of fictitious properties:

Address: 17 Mountain Rd, Constantia, 8888

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 123

Address: 40 Seafront Drive, Green Stone Golf Estate, Bellville, 9000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R7000.00 per month

Erf Number: 321

Address: 43 Park Street, Bellville, 9000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 322

Address: 32 Mimosa Avenue, Newlands, 8000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4500.00 per month

Erf Number: 456

Address: 11 Samson Street, Newlands, 8000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 654

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Address: Shop 47, Maritz Building, Voortrekker Road, Cape Town, 7000

Ownership: Owned

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 789

Address: 44 Grey Street, Shop 7, Commercial Park, Constantia, 8888

Ownership: Owner

Rental Type: Commercial

Contract Type: Long Term, R4500.00 per month

Erf Number: 987

Address: Shop 22, Marula Street, Constantia, 8888

Ownership: Owned

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 147

Address: Carr Place, Shop 7, Queen Road, Bellville, 6000

Ownership: Owner

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 741

Address: 55 Sunset Crescent, Unit 3; Unit 4, Industrial Park, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R7000.00 per month each

Erf Number: 258

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Address: Warehouse 4 and 6, Harry Circle, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R8000.00 per month each

Erf Number: 963

Address: Fairview Street, Building 2, The Hope Industrial Park, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R6000.00 per month

Erf Number: 159

Address: 608 Beacon Island Holiday Flats, Newlands Drive, Newlands, 8000

Ownership: Owned

Rental Type: Holiday

Contract Type: Short Term, R456.00 per day

Erf Number: 124

Communal Property - Shared Accommodation

7 Watson Street Room 1 - 4

Ownership: Managed

Rental Type: Communal, R1000 per month plus charges

Erf Number: 7896

This is the list of fictitious Suppliers used in the Demo Data:

LANDLORDS

Supplier / Landlord: Mr Vernon Black

Address: 789 Rodeo Drive, Claremont, 8888

Cell no: 077 123 456 789

Email: vblack@hotmail.com

Properties for Rent:

- 17 Mountain Rd Constantia

- Shop 47 Maritz Building

Supplier / Landlord: Mr Ken Marshall

Address: 36 Denver Street, Cape Town, 8888

Cell no: 071 123 456 789

Email: kenmar@telkomsa.net

Properties for Rent:

- 608 Beacon Island Holiday Flats

Supplier / Landlord: Mr James Malan

Address: 24 Scholtz Street, Claremont, 8888

Cell no: 077 123 456 789

Email: jamesmalan@gmail.com

Properties for Rent:

- 55 Sunset Cres, Unit 3, Industrial Park
- 55 Sunset Cres, Unit 4, Industrial Park

Supplier / Landlord: Mr Luke Upton

Address: 14 Peanut Rd, Newlands, 8888

Cell no: 077 123 456 789

Email: lupton@gmail.com

Properties for Rent:

- 40 Seafront Drive, Green Stone Golf Estate

Supplier / Landlord: Mr Douglas Franklin

Address: 25 Hope Street, Cape Town

Cell no: 082 123 456 789

Email: dougfranklin@hotmail.com

Properties for Rent:

- 44 Grey Street, Shop 7 Commercial Park
- Fairview Street, Building 2, The Hope Industrial Complex

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Supplier / Landlord: Mr Jake Rademan

Address: 10 Fletcher Street, Newlands, 8888

Cell no: 083 123 456 789

Email: jake@gmail.com

Properties for Rent:

- 43 Park Street, Bellville

- 32 Mimosa Ave, Newlands

Supplier / Landlord: Mr Werner Espin

Address: 4 Mitchell Street, Bellville, 0000

Cell no:078 123 456 789

Email: werner.e@telkomsa.net

Properties for Rent:

7 Watson Street Rooms 1 - 4

Supplier / Landlord: Novtel Property

Address: Unit 30, Diaz Office Park, Diaz Boulevard West, Mossel Bay

Cell no: 0861 66 88 35

Email: info@novtel.com

Properties for Rent:

- Shop 22, Marula Street, Constantia

- Warehouse 4, Harry Circle

- 11 Samson Street, Newlands

Supplier / Landlord: Mr Stan Carr

Address: 25 Fraser Road, Bellville

Cell no: 086 123 456 789

Email: scarr@telkomsa.net

Property for Rent:

- Carr Place, Shop 7, Queen Road

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Supplier / Landlord: Mr Robert Lang

Address: 9 Panorama, Newlands, 8888

Cell no: 088 123 456 789

Email: robertlang@gmail.com

Property for Rent:

- Warehouse 6, Harry Circle

SERVICE PROVIDERS

Supplier / Service Provider: Fred's Electrical

Service: Electrical

Address: 25 Fourth Street, Bellville, 2222

Cell no: 083 123 456 789

Email: fred@electrical.co.za

Supplier / Service Provider: Garden Services

Service: Garden

Address: 25 Seventh Street, Bellville, 2222

Cell no: 0812 123 456 789

Email: garden@services.co.za

Supplier / Service Provider: Pete's Plumbing

Service: Plumbing

Address: 14 January Street,Durbanville, 2222

Cell no: 082 123456789

Email: pete@plumbing.co.za

Supplier / Service Provider: Anton's Painters

Service: Painting and Maintenance

Address: 55 Lakeview Street, Panorama, 5555

Cell no: 082 123 456 789

Email: anton@maintenance.co.za

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This is the list of fictitious Tenants / Occupant used in the Demo Data:

Tenant: Shawn Andrews

Postal Address: PO Box 000, Constantia, 8888

Cell No: 061 123 456 789

Email: shawna@gmail.com

Rental Property: 17 Mountain Rd, Constantia

Tenant: Bargain Clothing

Contact Person: George Martins

Postal Address: PO Box 000, Cape Town, 8888

Cell No: 061 123 456 789

Email: bargainclothing@capetown.co.za

Rental Property: Shop 47, Maritz Building

Tenant: Erica Erasmus

Postal Address: 5 Salmon Street, Pretoria, 8888

Cell No: 012 123 456 789

Email: janelouw@hotmail.com

Rental Property: Holiday Rental - 608 Beacon Island Holiday Flats

Tenant: Uniforms Manufacturers

Contact Person: Frank Rowlands

Postal Address: PO Box 100, Cape Town, 8000

Cell No: 021 123 456 789

Email: uniforms@manufacturers.co.za

Rental Property: 55 Sunset Cresent, Unit 3, Industrial Park

Tenant: Taylor Engineering

Contact Person: Stuart Taylor

Postal Address: PO Box 000, Cape Town, 8888

Cell No: 021 123 456 789

Email: stuart@tayloreng.co.za

Rental Property: 55 Sunset Cresent, Unit 4, Industrial Park

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Tenant: Jeff Viljoen

Postal Address: PO Box 300, Bellville, 8888

Cell No: 081 123 456 789

Email: jeffv@gmail.com

Rental Property: 40 Seafront Drive, Green Stone Golf Estate

Tenant: David Fourie

Postal Address: 14 Laing Street, Plettenberg Bay, 4400

Cell No: 081 123 456 789

Email: davidf@gmail.com

Tenant: Constantia Art And Craft Suppliers

Contact Person: John Wilson

Postal Address: PO Box 000, Constantia, 8888

Cell No: 081 123 456 789

Email: johnwilson@art.co.za

Rental Property: 44 Grey Street, Shop 7

Tenant: Dave Snell

Postal Address: PO Box 500, Bellville, 8888

Cell No: 081 123 456 789

Email: ds@hotmail.com

Rental Property: 43 Park Street, Bellville

Tenant: JJ Du Randt

Postal Address: PO Box 000, Tygervalley, 0000

Cell No: 081 123 456 789

Email: jjdr@gmail.com

Rental Property: 32 Mimosa Ave, Newlands

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Tenant: Jane's Pharmacy

Contact Person: Jane Havenga

Postal Address: PO Box 888, Constantia, 8888

Cell No: 021 123 456 789

Email: jane@medicine.co.za

Rental Property: Shop 7, Carr Place, Bellville

Tenant: Steve Button

Postal Address: PO Box 000, Newlands, 1234

Cell No: 073 123 456 789

Email: steveb@gmail.com

Rental Property: 11 Samson Street, Newlands

Tenant: Concrete Creations

Contact Person: Ruben Towers

Postal Address: PO Box 200, Cape Town, 8000

Cell No: 083 123 456 789

Email: concrete@creations.co.za

Rental Property: Warehouse 6, Harry Circle

Tenant: Duvet and Pillow Manufacturers

Contact Person: William Fisher

Postal Address: PO Box 700, Cape Town, 8888

Cell No: 081 123 456 789

Email: willem@dpm.co.za

Rental Property: Shop 22, Marula Street, Constantia

Tenants for Communal Property - Shared Accommodation:

Kevin Abbot, PO Box 2222, Bellville, 081 123456789, kevin@gmail.co.za - Room 1 - WATS0001

Danie Ackerman, PO Box 8888, Bellville, 081 123 456 789, acker@gmail.com - Room 2 - WATS0002

Ruan Atkins, PO Box 3333, Bellville, 081 456789 1236, ruanat@gmail.co.za - Room 3 - WATS0003

Ruben Bartlett, PO Box 4444, Bellville, 061 123 456 789, rubart@hotmail.co.za - Room 4 - WATS0004

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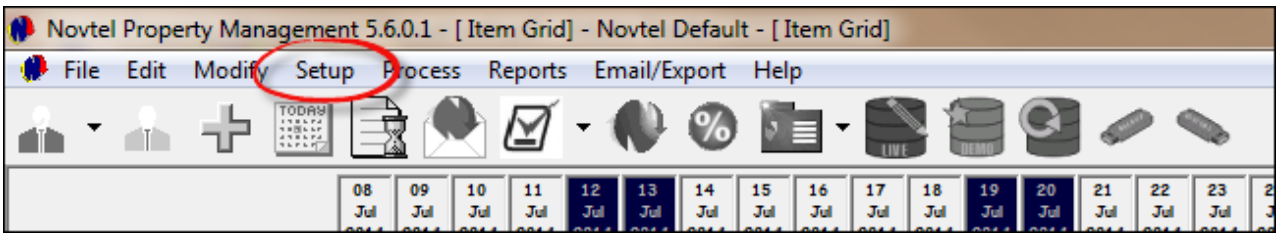
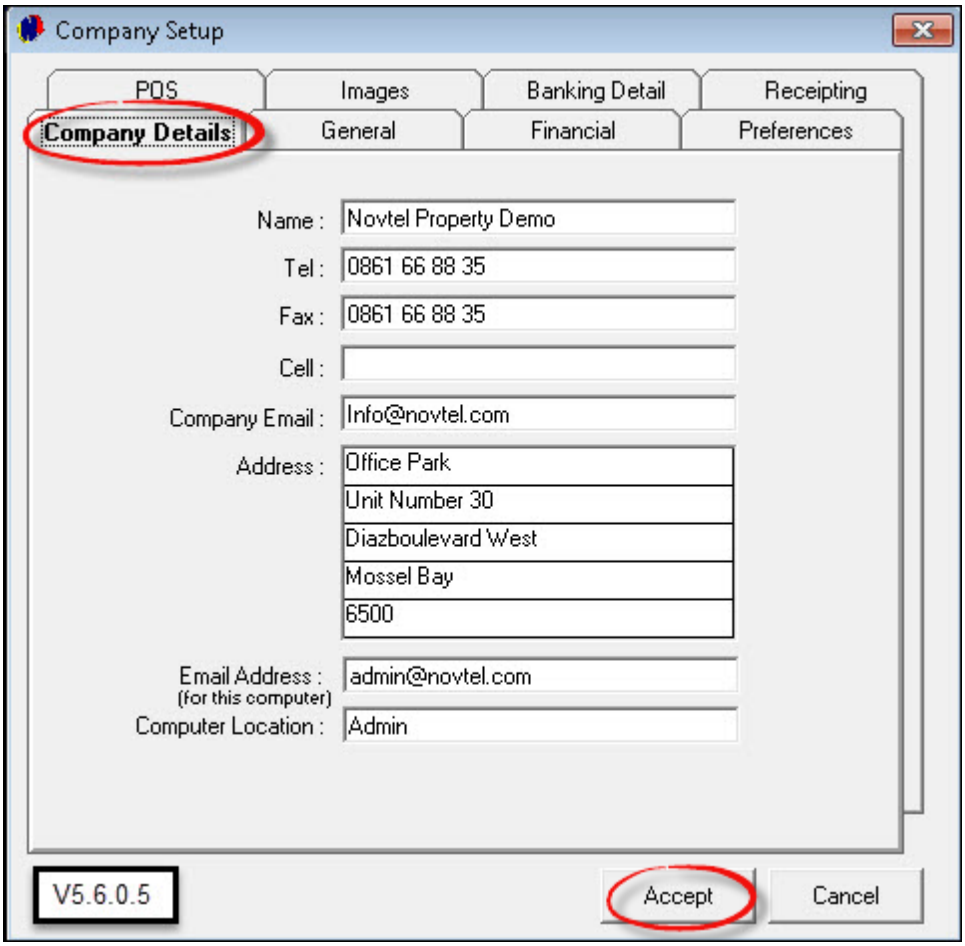
3 Step 1 - Setup Company

On the top menu, click "**Setup**", and enter the details in the tabs as shown below:



Company details

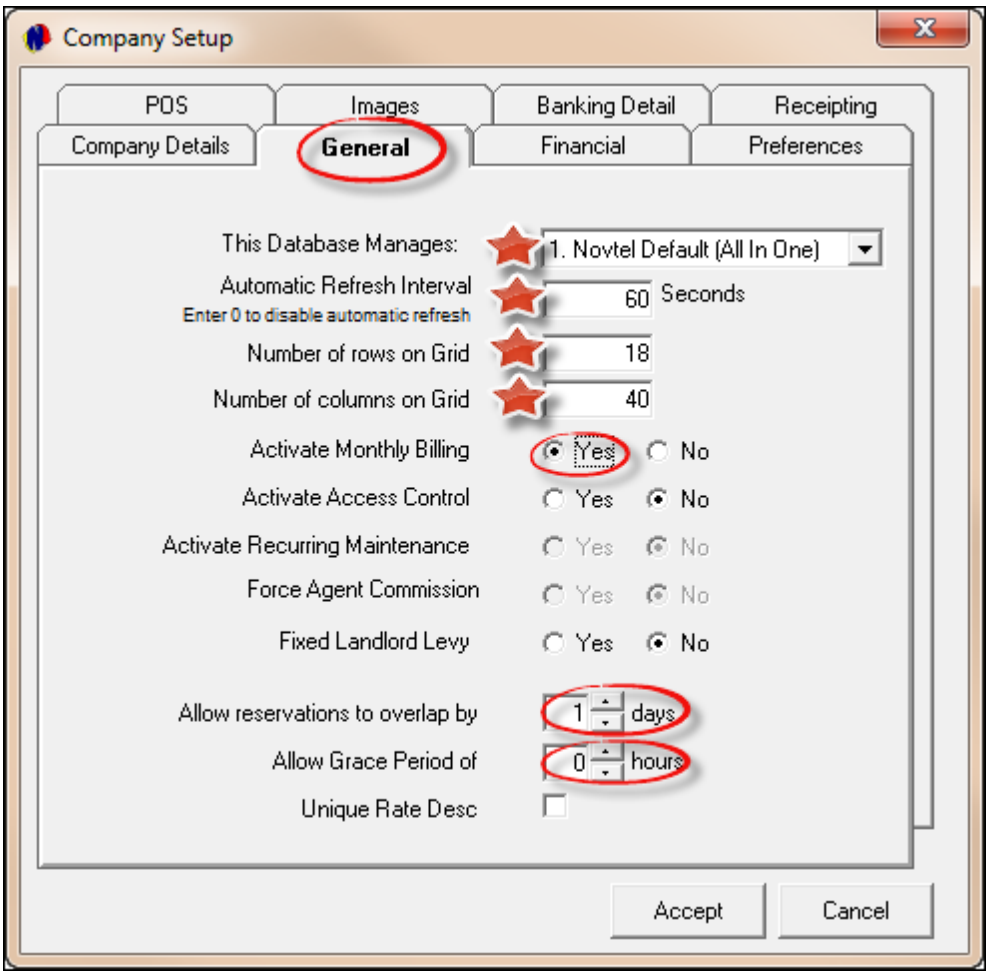
Enter all the details correctly, since it will be reflected on all correspondence. The company e-mail address refers to the e-mail address where you want Novtel to send all correspondence, and the e-mail address of the computer refers to the address of the specific computer if it's on a network. We will send the monthly authorization codes to each of the computers, unless you decide that it must be sent to a specific email address



General

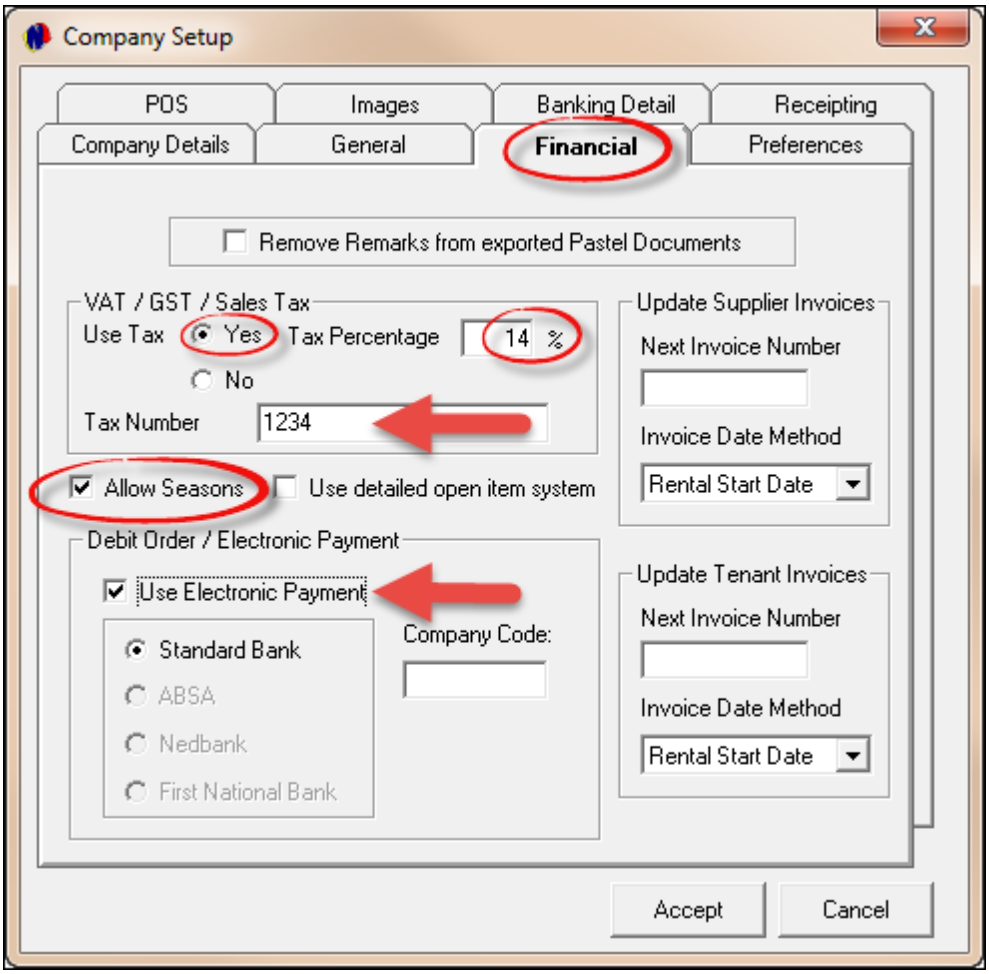
- This is where you set your default settings of the Novtel program. If you want to prevent a customer of having more that one account, you may set the refreshment interval to suit your needs. This will prevent two employees adding the same tenant or property to the system at the same time
- The number of rows allow you to change the number of properties you want to see on the main grid, and the number of columns represent the number of days you want to see in advance
- You also need to activate certain features in the system such as:

➢ All properties to be managed at once by Novtel
➢ Monthly billing
➢ Access control system - if applicable
➢ Allow for Agent Commission - if applicable
➢ You also need to set your overlapping periods and grace periods

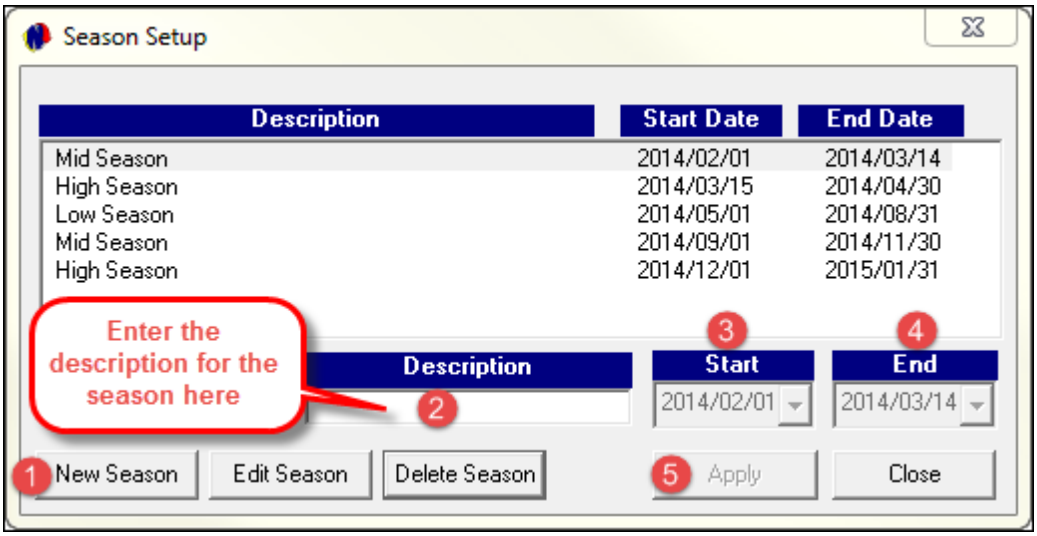


Financial

- Set the percentage VAT on your transactions, as well as your Tax Number if applicable. If you manage short term rentals such as holiday rentals, you can select the "**Allow Season**" option

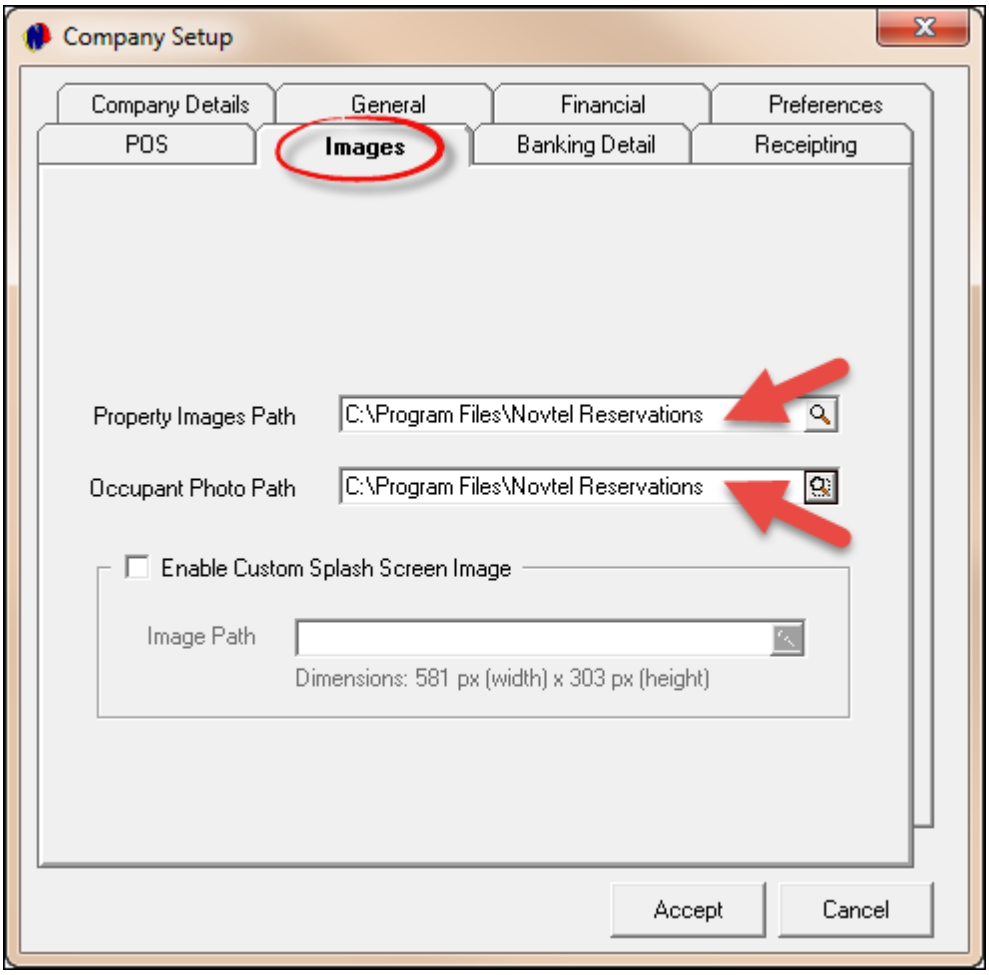


- To setup Seasons, click "**Setup**" on the top menu, and then on "**Seasons**"



Images

- To be able to save images of your properties, you need to set the path where you want the images to be saved. The path will always be C:/Program Files/ Novtel Reservations



Access Control

- The feature is used if you have a security complex to manage, with an installed security system which includes a boom gate at the entrance. If the tenant has not paid his/her account the system will deny access to the complex. (This is not part of this tutorial, since it is highly specialized hardware and software)

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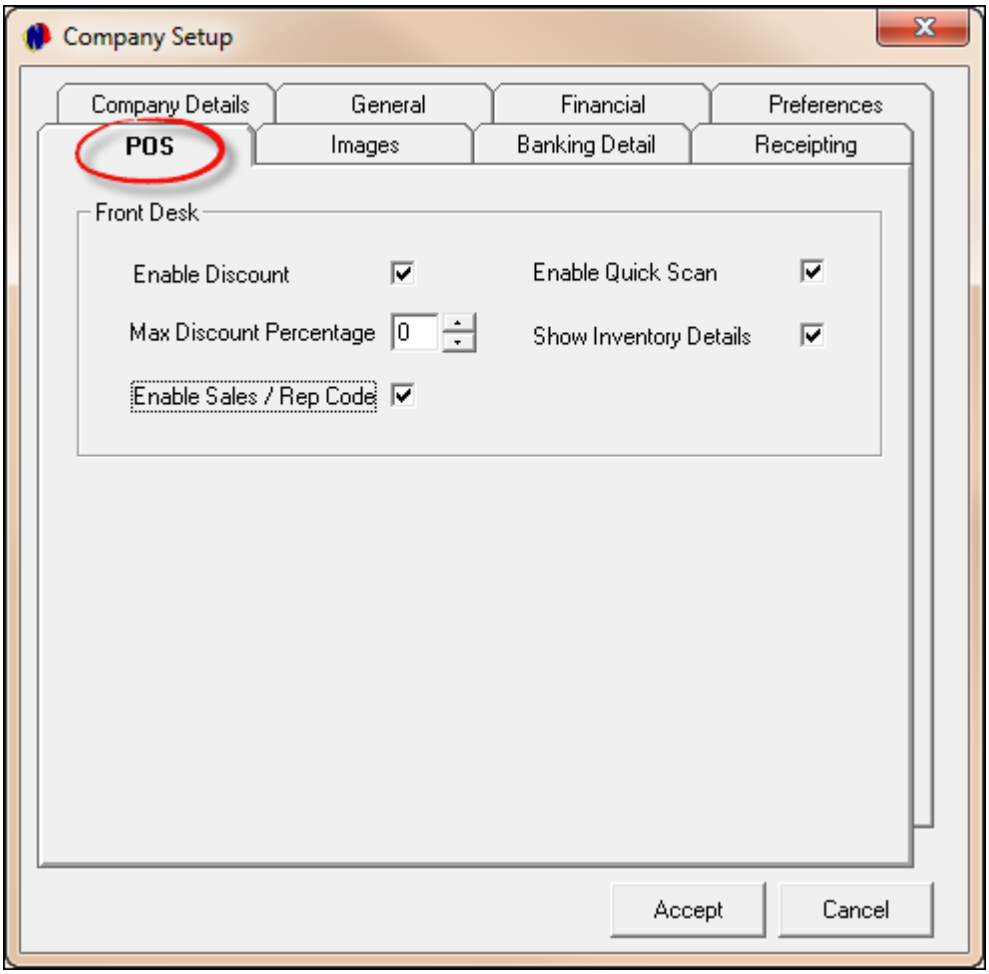
POS

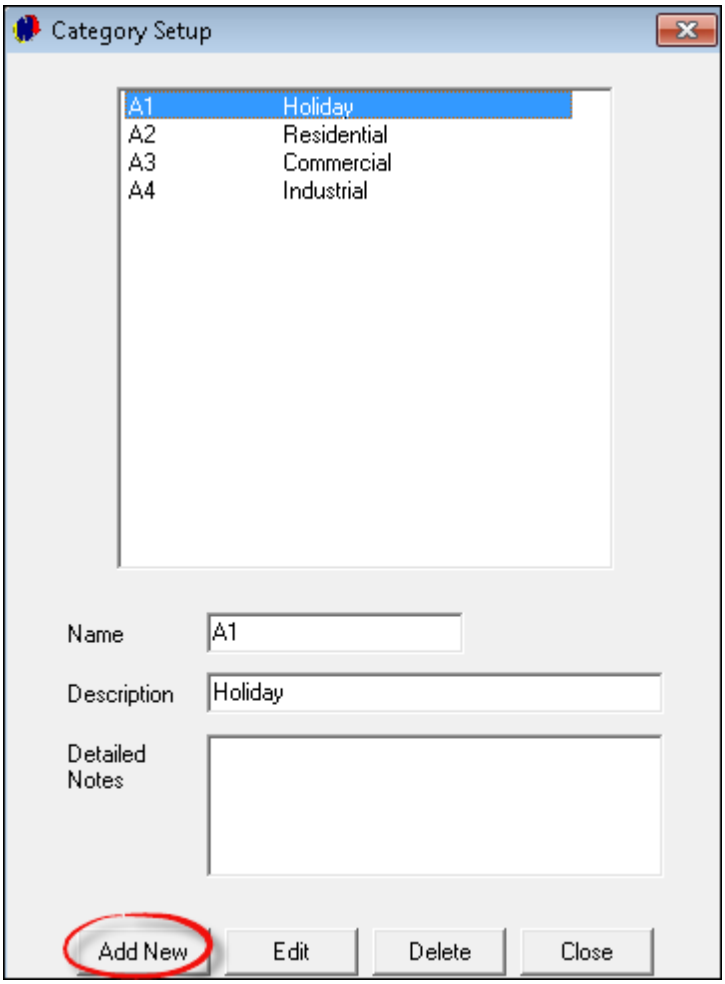
- POS means "**Point of Sale**" and is part of Novtel Property Management Software
- "**Enable Quick Scan**" if you are using a bar code scanner at your reception. Also, if you wish to allow the receptionist to apply discount to charges, tick "**Enable Discount**" and enter the maximum percentage

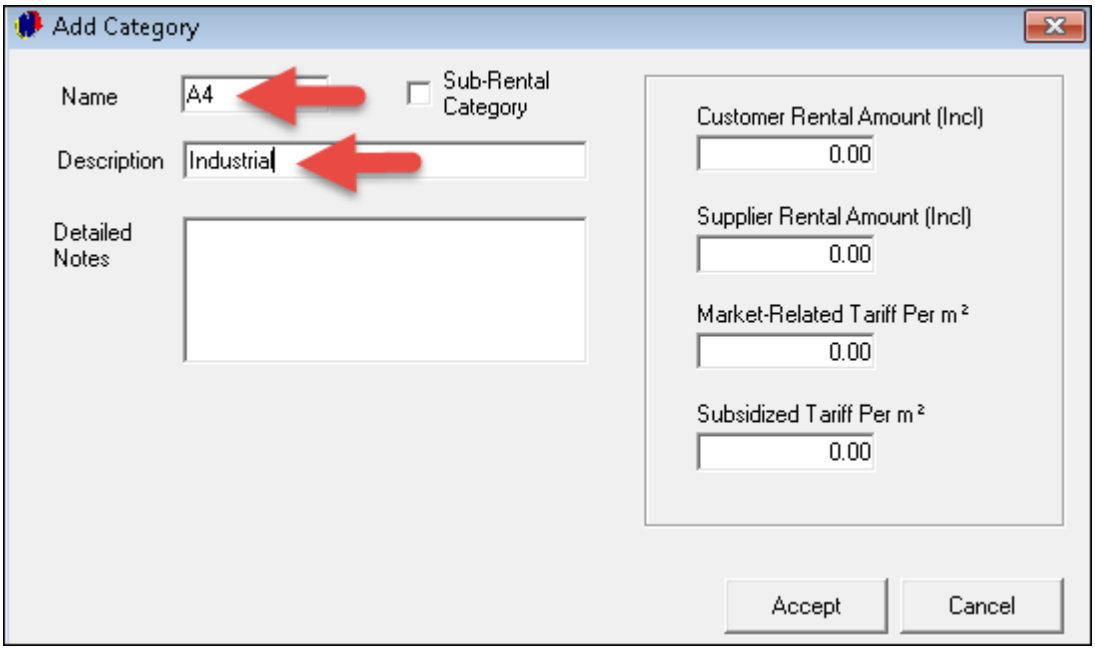


4 Step 2 - Creating and Editing Categories

- On the top menu, click "**Edit**", "**Categories**" and "**Add New**"
- Before attempting to enter the "**Categories**" into Novtel, it is important to first plan it properly. You might want to create codes and descriptions that will make sense to you. For example:

➢ A1 - Holiday
➢ A2 - Residential
➢ A3 - Commercial
➢ A4 - Industrial





- In order to edit your categories, click "**Edit**" on the top menu, then "**Categories**"
- Click on the "**Category**" to be changed, and select "**Edit**"
- Make the changes, and click on "**Accept**" to save it

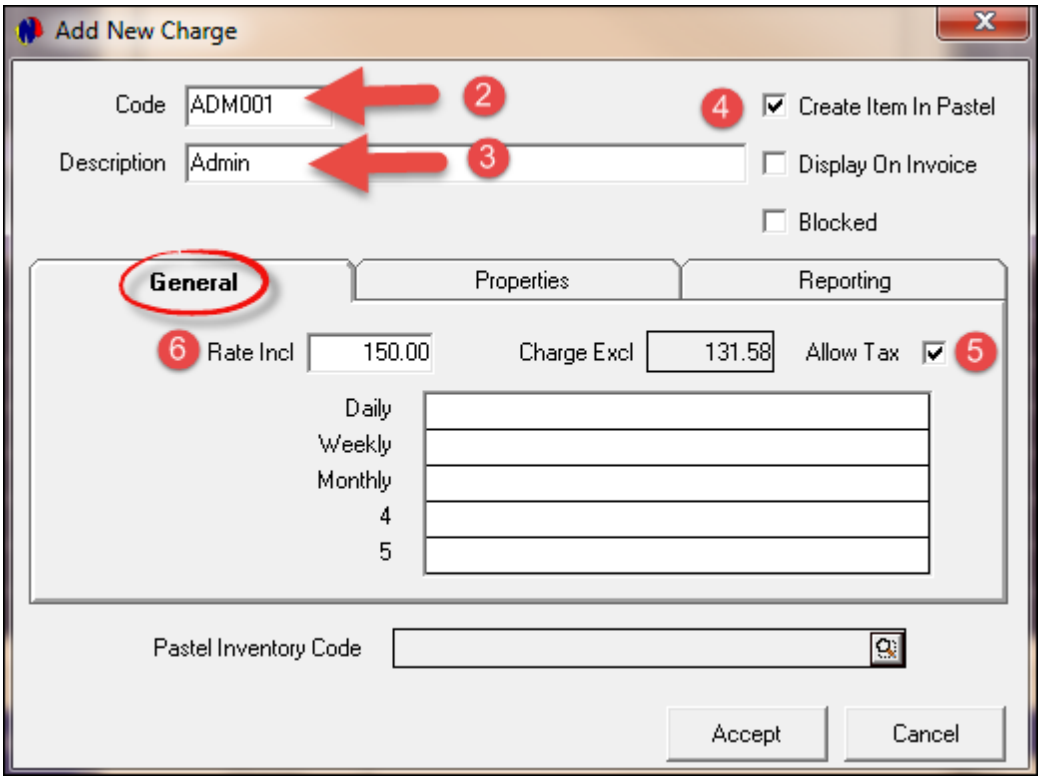
5 Step 3 - Setup Charges

- There are various charges associated with the business of Property Management. These charges can be described as items that are billed - either to the **owner, office or tenant** of the property. Plan the codes and descriptions before creating them in Novtel. Examples include:

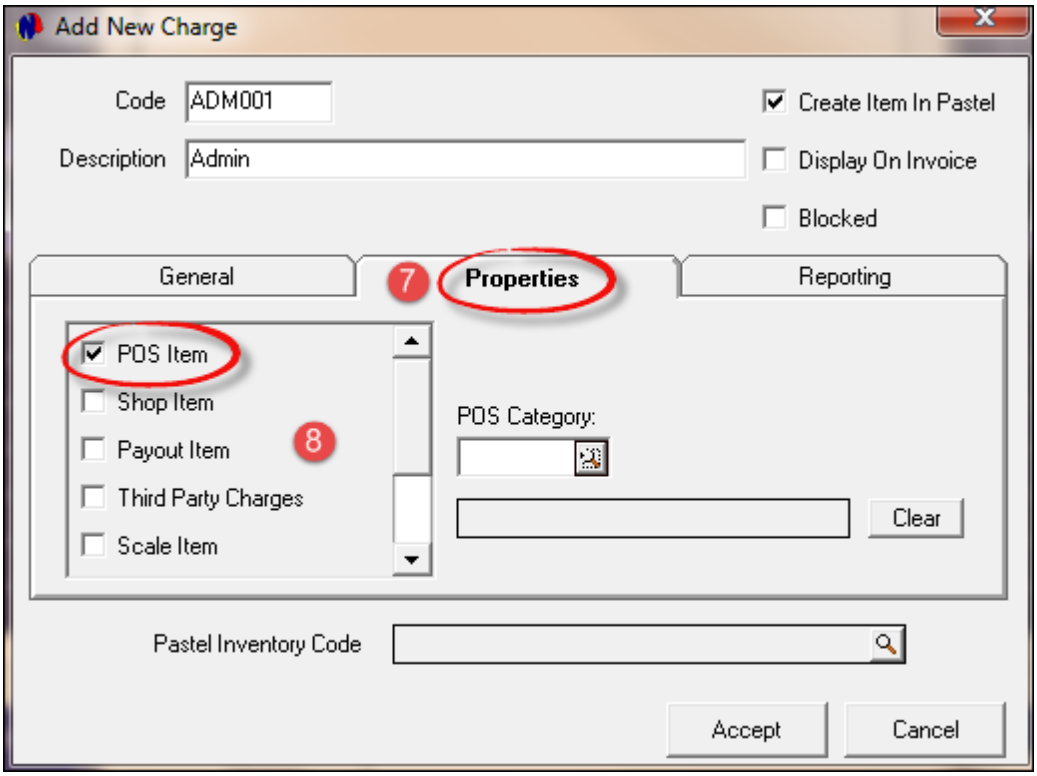
➢ Damages
➢ Water
➢ Electricity
➢ Cleaning before and after Occupancy
➢ Admin
➢ Contract Fee
➢ DSTV

- On the top menu, click on "**Setup**" and "**Charges**"

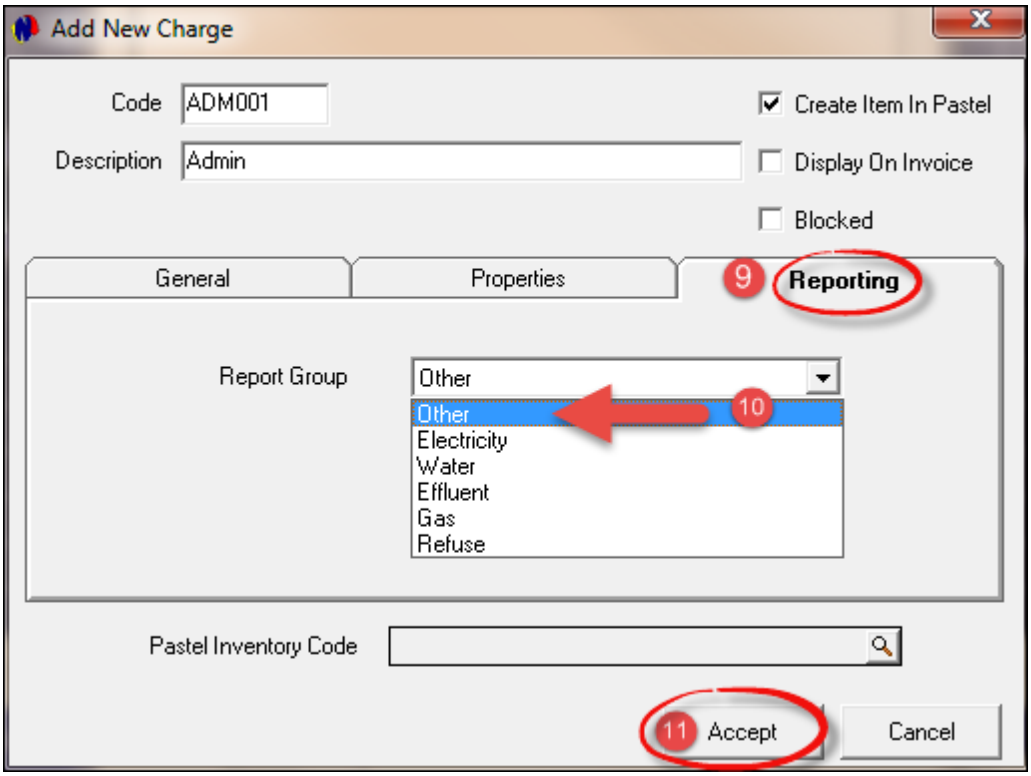
- Click on "**Add New**", and enter the Code and Description for the Rate
- Tick the check-box to "**Create the Item in Pastel**"



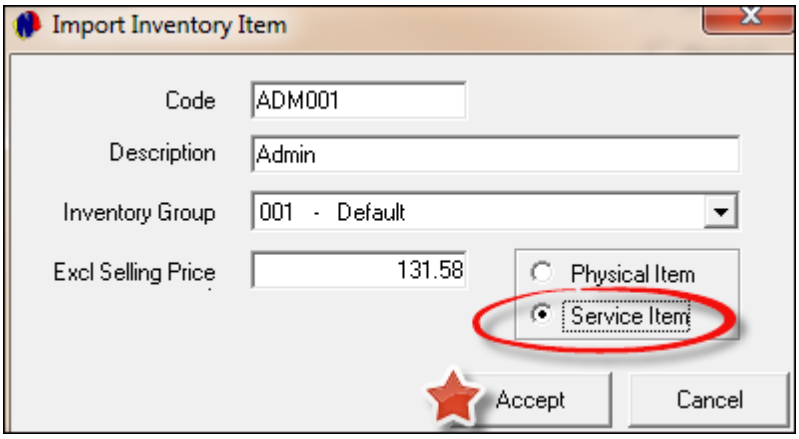
- If you don't want the amount of a charge to be displayed on the tenant's account in a separate line, un-tick the "**Display on Invoice**" tick box. The amount will automatically be added to the rental amount
- If the charges are not VAT applicable, remove the tick in the "**Allow Tax**" tick box
- In the "**Properties**" Tab you can select one or more of the options presented to you - according to your needs

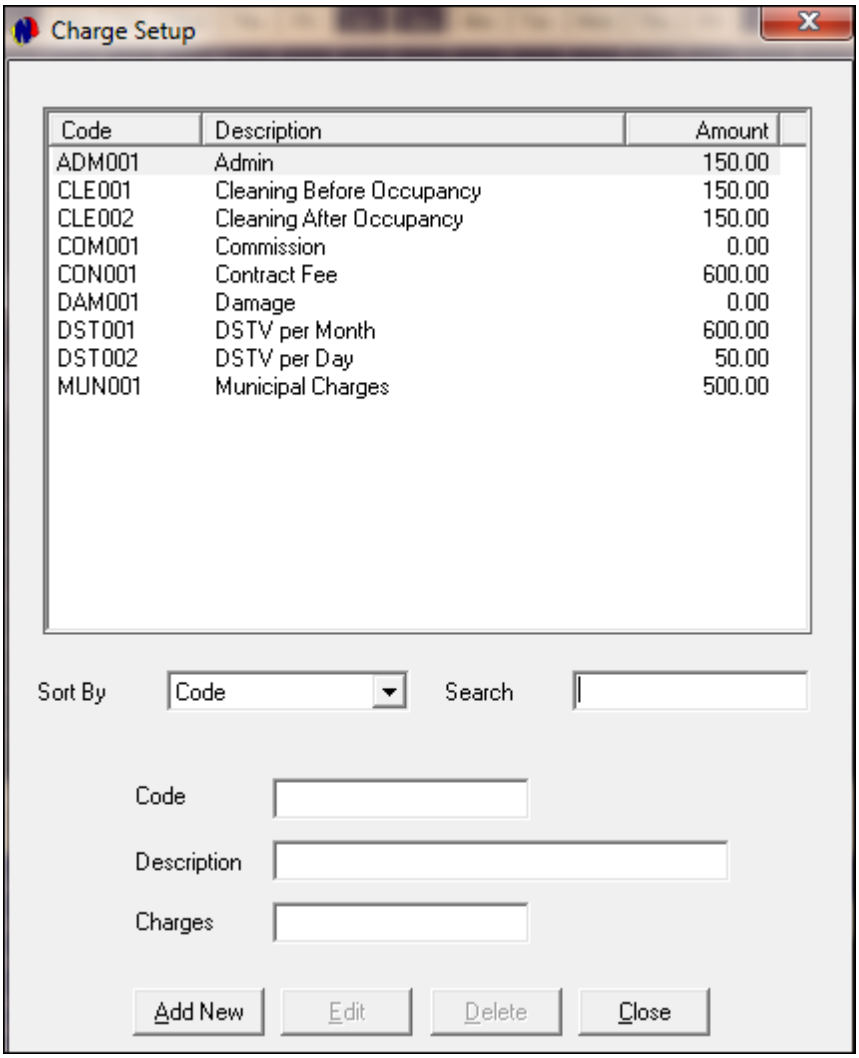


- In the "**Reporting**" Tab, you can select the group to which this "**Charge**" will report in Pastel
- "**Accept**" to save



- Select whether it is a "**Physical Item**" or a "**Service Item**"




Charge Setup
Code
Description
Amount
ADM001 Admin 150.00
CLE001 Cleaning Before Occupancy 150.00
CLE002 Cleaning After Occupancy 150.00
COM001 Commission 0.00
CON001 Contract Fee 600.00
DAM001 Damage 0.00
DST001 DSTV per Month 600.00
DST002 DSTV per Day 50.00
MUN001 Municipal Charges 500.00
Sort By
Code
Search
Code
Description
Charges
Add New
Edit
Delete
Close

6 Step 4 - Creating Suppliers / Landlords

- In Novtel Property Management, "**Suppliers**" refers to any person or business that offers a service to your business in exchange for money. "**Suppliers**" can also refer to "**Landlords**" or "**Property Owners**"

There are three different types of suppliers - For example:

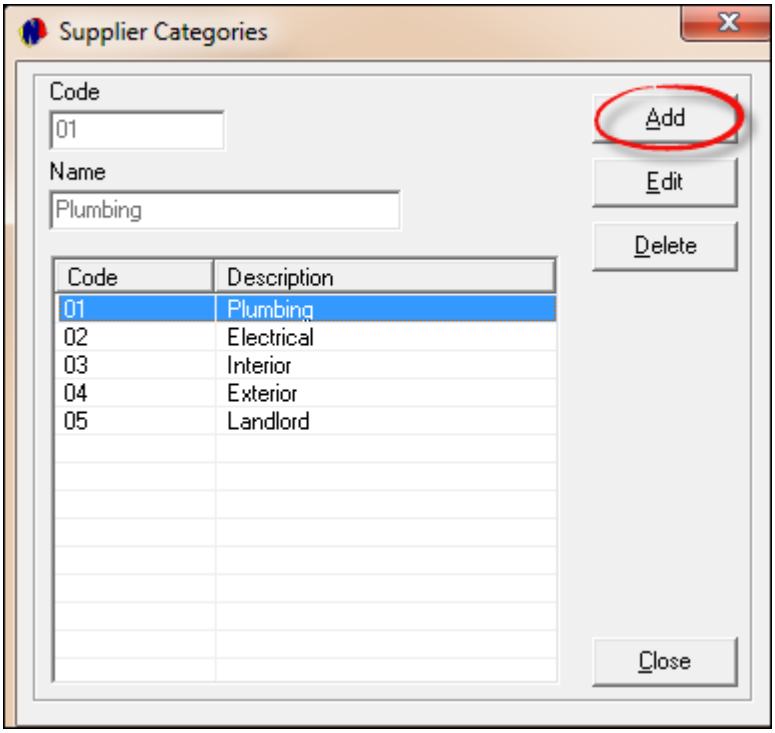
1. Plumbing and Electrical companies are supplying a service
2. "**Landlords**" are suppliers of properties
3. Your own company as a Property Managing entity, will be paid by the "**Landlord**" for rendering a service

In order to manage all "**Suppliers**" effectively, you need to create "**Supplier Categories**" and "**Supplier Services**"

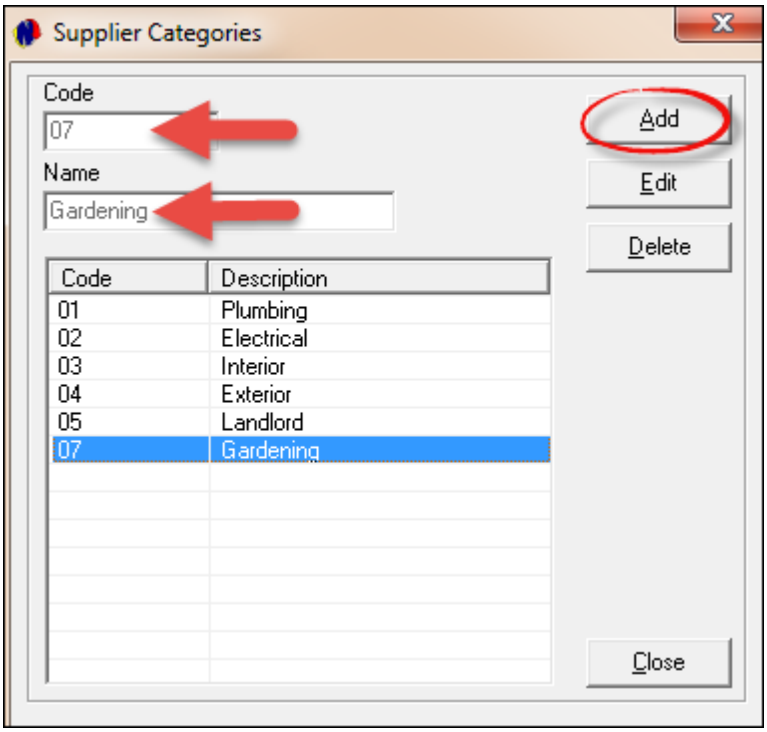
- On the top menu, click on "**Edit**"

Supplier Categories

- Click on "**Add**" to create a new "**Category**"

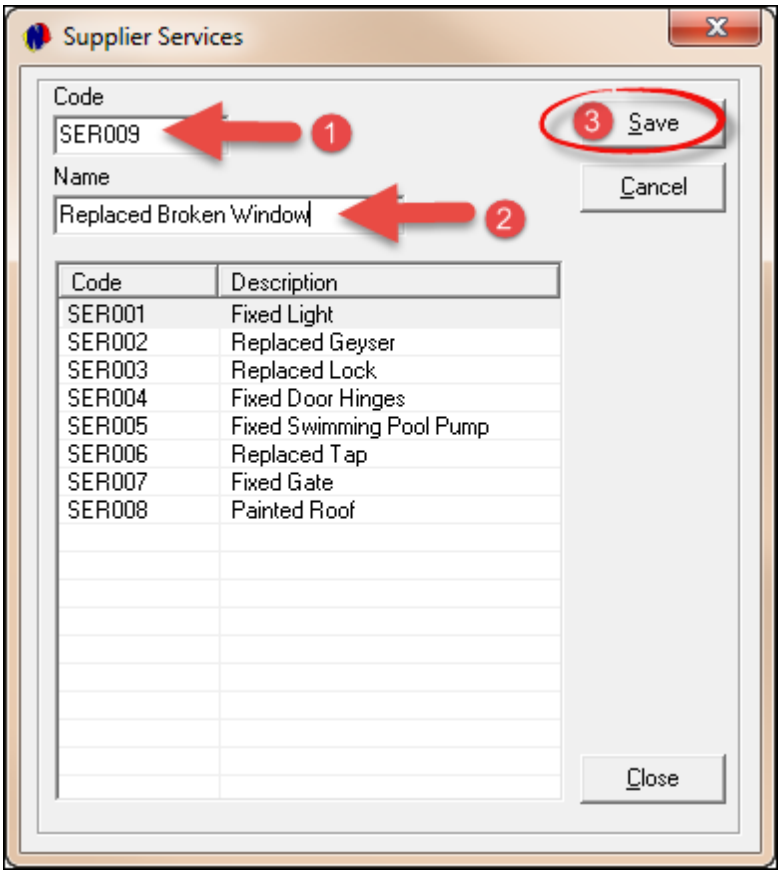


- Enter the code and the "**Category**" name, and click on "**Save**"
- Repeat the process until all your "**Categories**" have been created, and click "**Close**" when it is done



Supplier Services

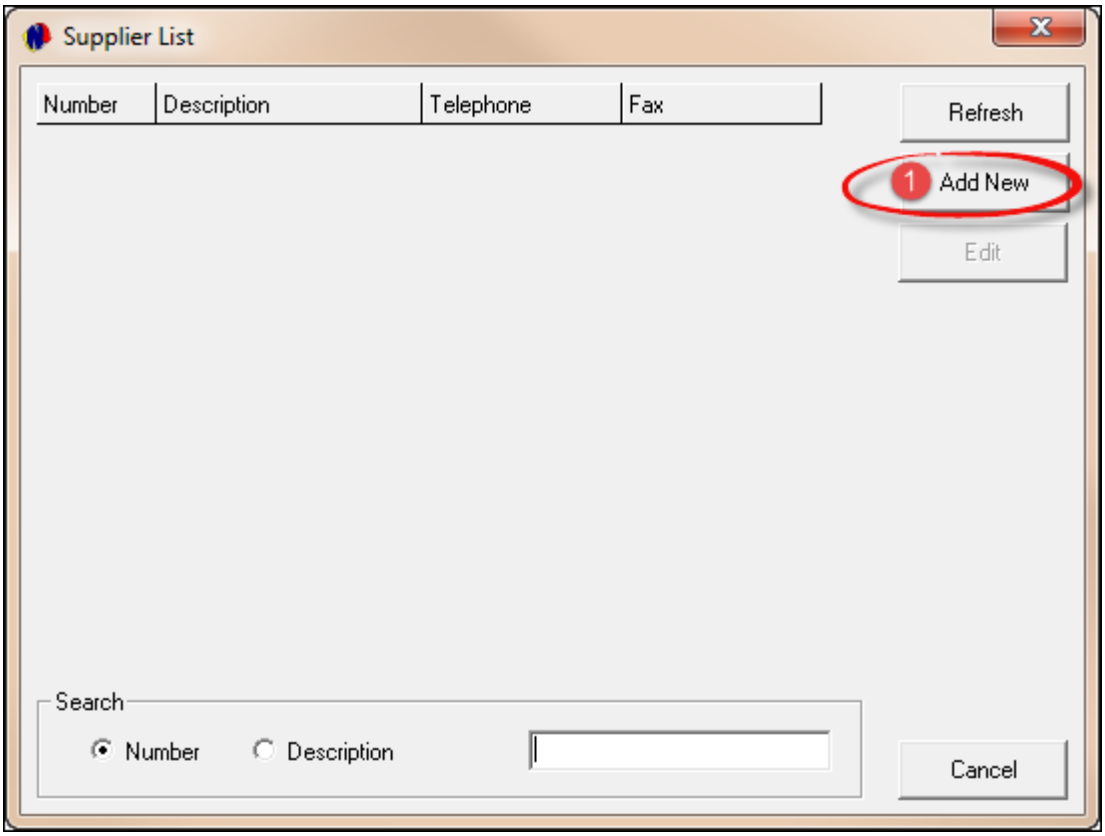
- On the top menu, click "**Edit - Supplier Services**"
- Select "**Add**" to enter new "**Services**"
- Repeat the process until all your "**Services**" have been created, and click "**Close**" when you are done



- In the future, when you need to create more "**Categories**" and "**Services**", simply "**Add**" to the lists

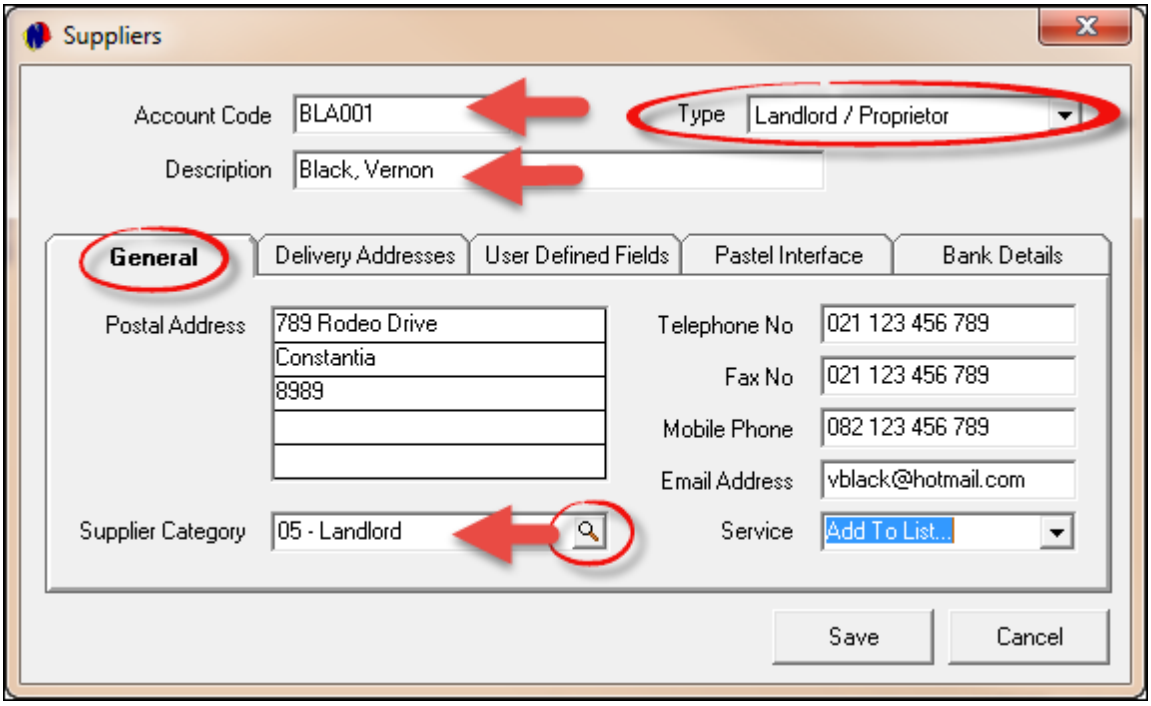
Creating Suppliers / Landlords

- Finally, we can now insert all the "**Suppliers**" into the Novtel Property Management system. We will use the list of fictional "**Landlords/Suppliers**" supplied in the beginning of this user manual
- Click on "**Edit**" and then "**Suppliers**" on the top menu

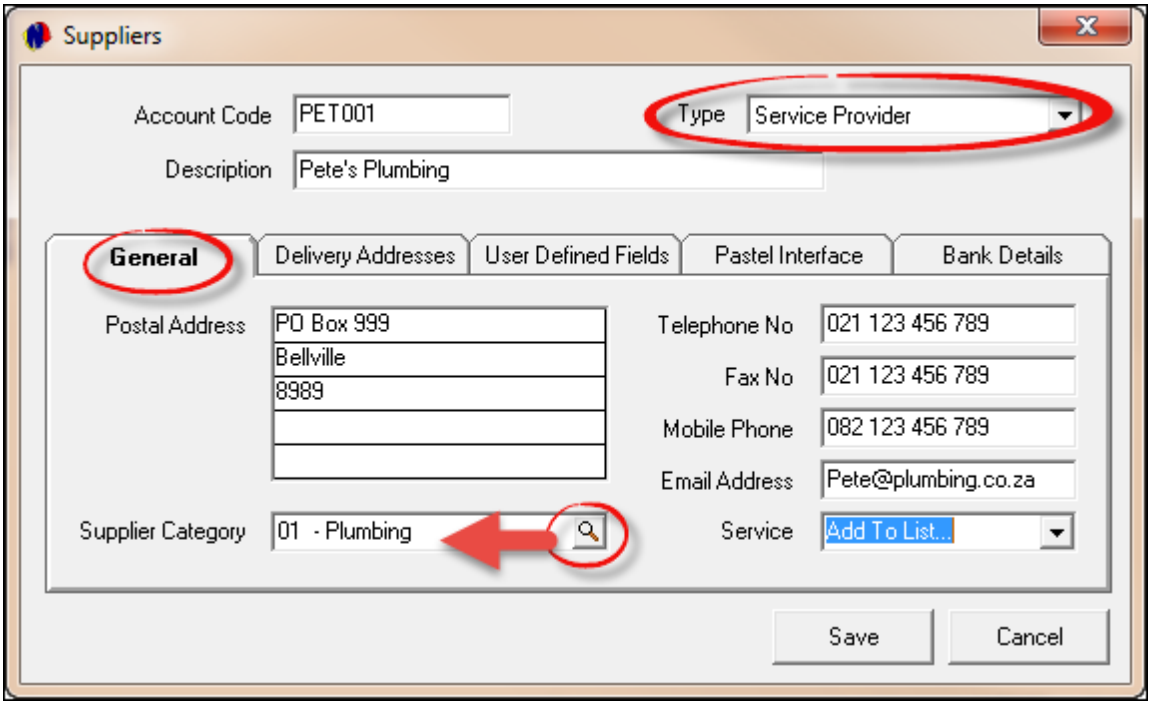


- In the "**General**" Tab, the information to be entered will consist of the code allocated to the "**Supplier/ Landlord**"

- The "**Type**" will either be "**Landlord**" or "**Service Provider**", depending on the type of "**Supplier**". In this case it is a "**Landlord**"



- And in this case, it is a "**Service Provider**"



- Note that there are other tabs to be completed, namely:

➢ Delivery Addresses

➢ User Defined Fields

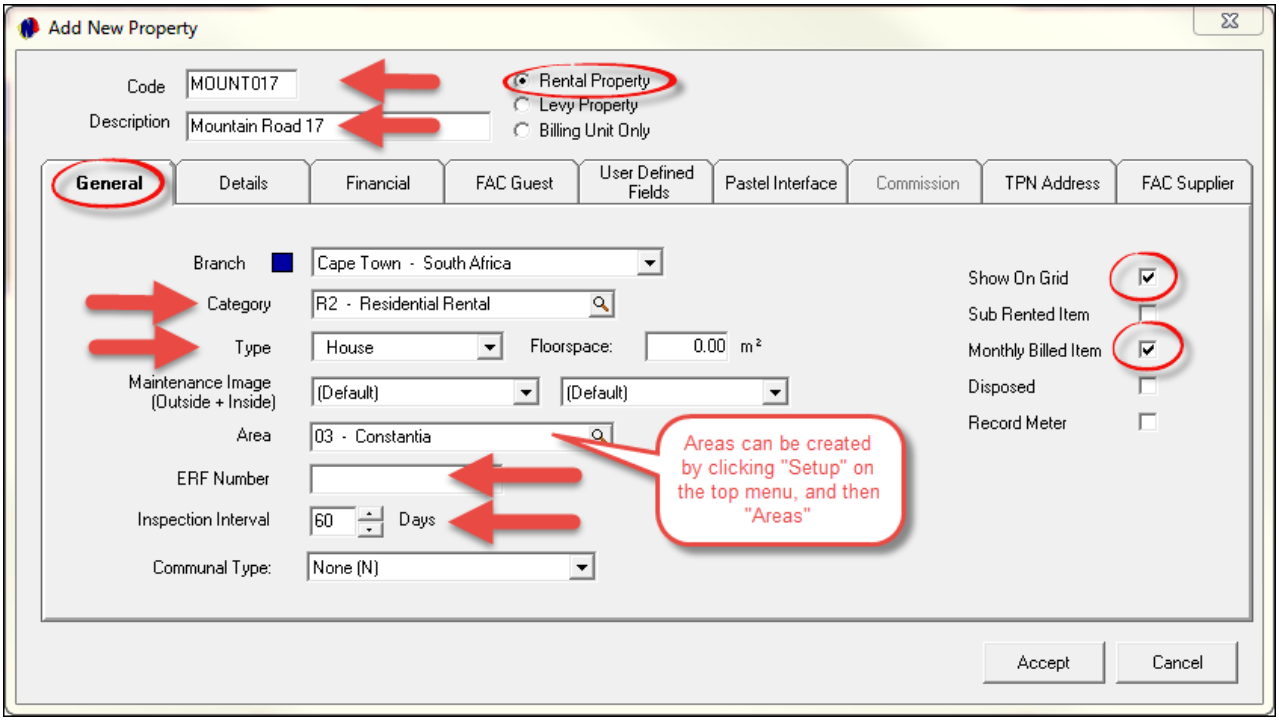
➢ Pastel Interface (Novtel's Free Version Property Management can interface with Pastel, but can only be used on a local PC, and not on a network. To be able to work on a network, you will need the Full Version)

➢ Bank Details (In this tab there are fields that requires mandatory completion)

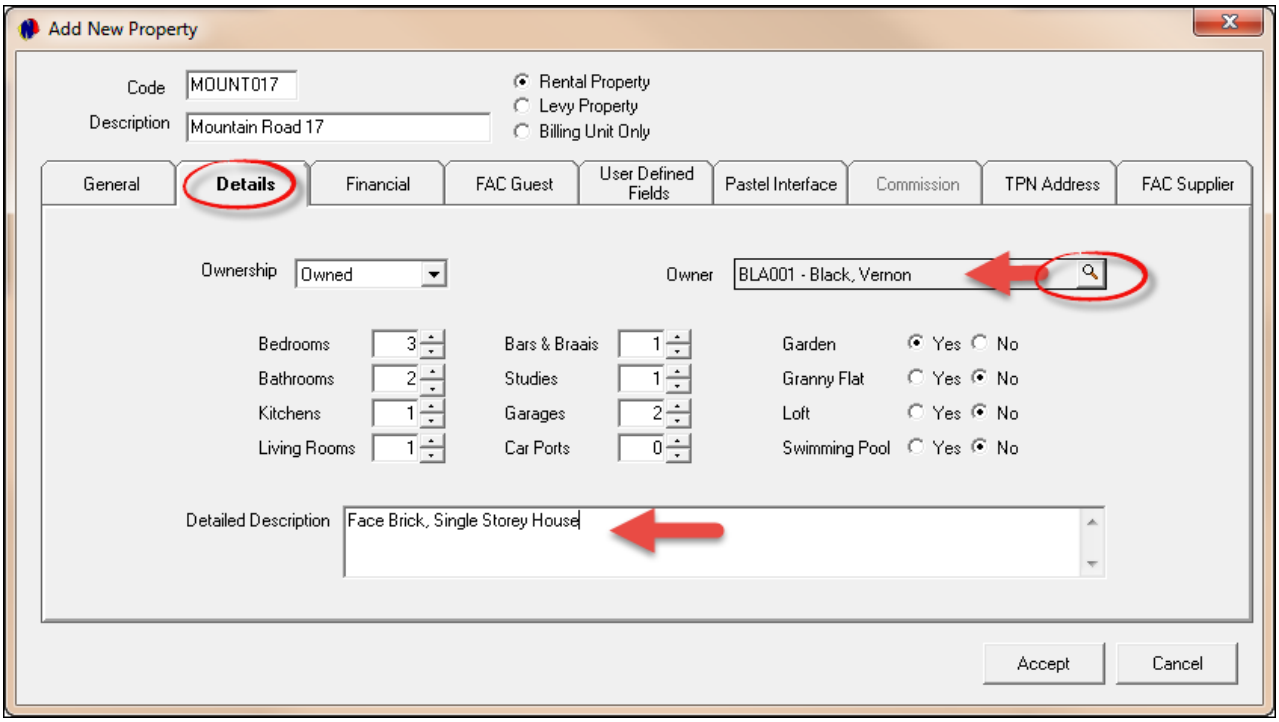
7 Step 5 - Creating and Editing Properties

Creating Properties

- We are now ready to enter the properties from the "**Novtel List**", and an 8 digit Alphanumeric code will be created for each property
- Click "**Edit**" on the top menu, and then on "**Property**" and "**Add New**"
- In the "**General**" Tab, enter all available details
- If the property is "**Sub-Rented**", meaning that an agency is handling the rental, tick the check-box provided
- This is an example a property created as a "**House**"



- In the "**Details**" tab, typical information regarding the property will be entered. Remember to link the owner to the property
- If you want to set "**Commission**" on this property at a later stage, you need to select "**Managed**" in the "**Ownership**" block below. As you can see, the "**Commission**" tab is faded, which means you will not be able to set your "**Commission**" unless the "**Ownership**" is changed to "**Managed**".



- In the case of an "**Industrial**" Property, the "**Details**" Tab will display the following information to be completed:

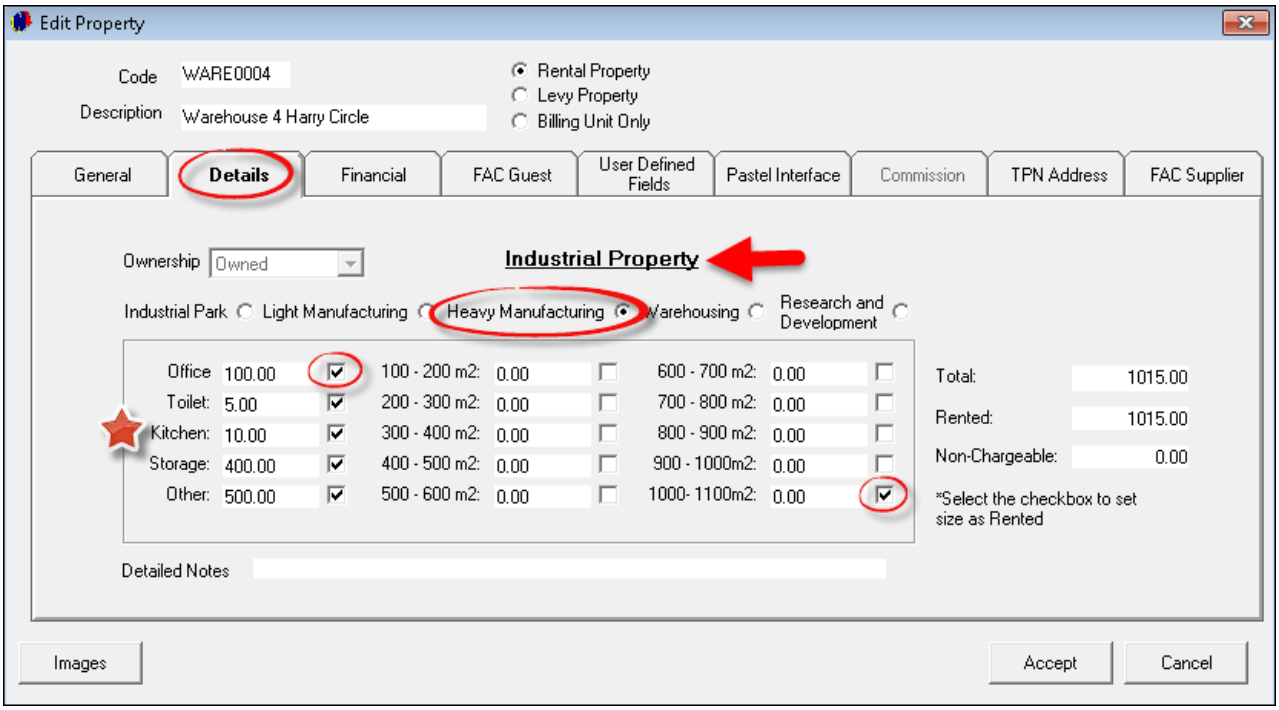
Select one of the following "Types" of Industrial Businesses:

- Industrial Park
- Light Manufacturing
- Heavy Manufacturing
- Warehousing
- Research and Development

Enter the floorspace of each of the following in the block provided, and tick the check-box next to each applicable space. For example:

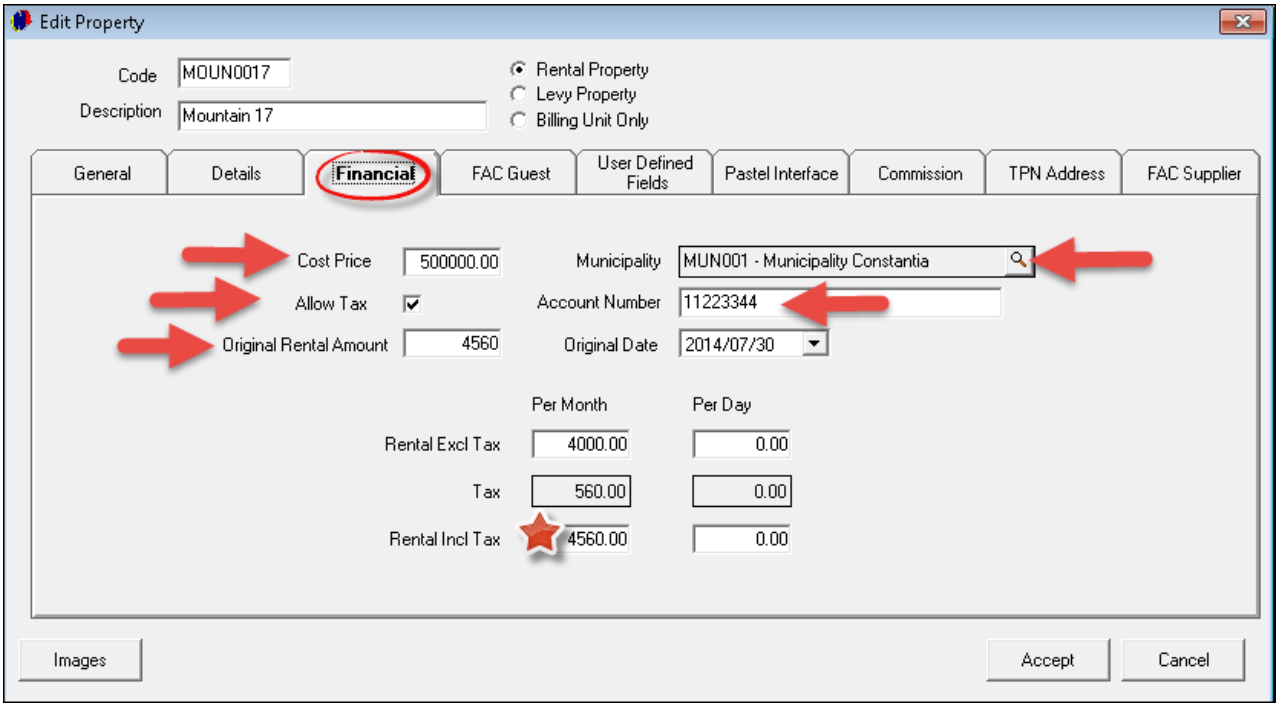
- The Office is 100 square meters
- The Toilet - 5
- The Kitchen - 10
- The Storage space - 400
- Other (Not specified) - 500
- The total floorspace will be added up according to what you have entered (1015 square meters)
- Now tick the check-box for the total size m2 (Setup can be done in User Defined Fields - Size m2)

- Enter "**Detailed Notes**" in the field provided

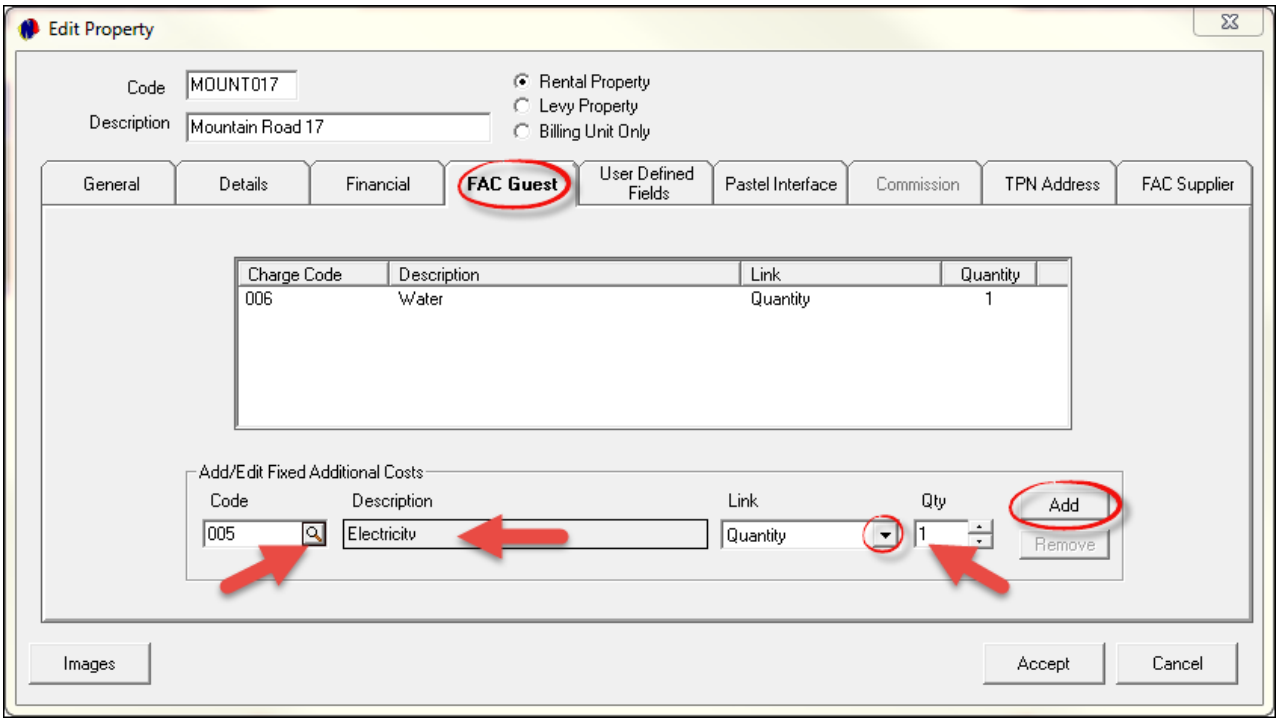


In the "**Financial**" tab:

- The "**Cost Price**" is what the property is worth (For Example: 5 Million Rand)
- Tick the check-box to "**Allow Tax**" (Please note that no tax is applicable on "**Residential**" rentals), and enter the "**Original Rental Amount**". This amount will be the initial Rental before any escalations. At the bottom of the window - in the "**Per Month**" field - you can enter the "**Rental Including Tax**" amount, and the system will automatically enter the "**Rental Excluding Tax**" amount, as well as the "**Tax**"
- The "**Municipality**" is a "**Supplier**", and can be added in "**Edit Suppliers**". It can then be entered in the field by clicking on the magnifying glass and selecting the applicable Municipality. Also enter the property's Municipal Account number



- The "**FAC Guest**" tab refers to the "**Fixed Additional Costs**" the tenant is billed for. For instance: In addition to the monthly rent, the tenant will pay R300 for water-use. Should there be other costs agreed upon, it could also be setup in the "**Charges**"
- Click on the magnifying glass, select the charge and "**Accept**". Set the "**Link**" and "**Quantity**". Finally, select "**Add**"



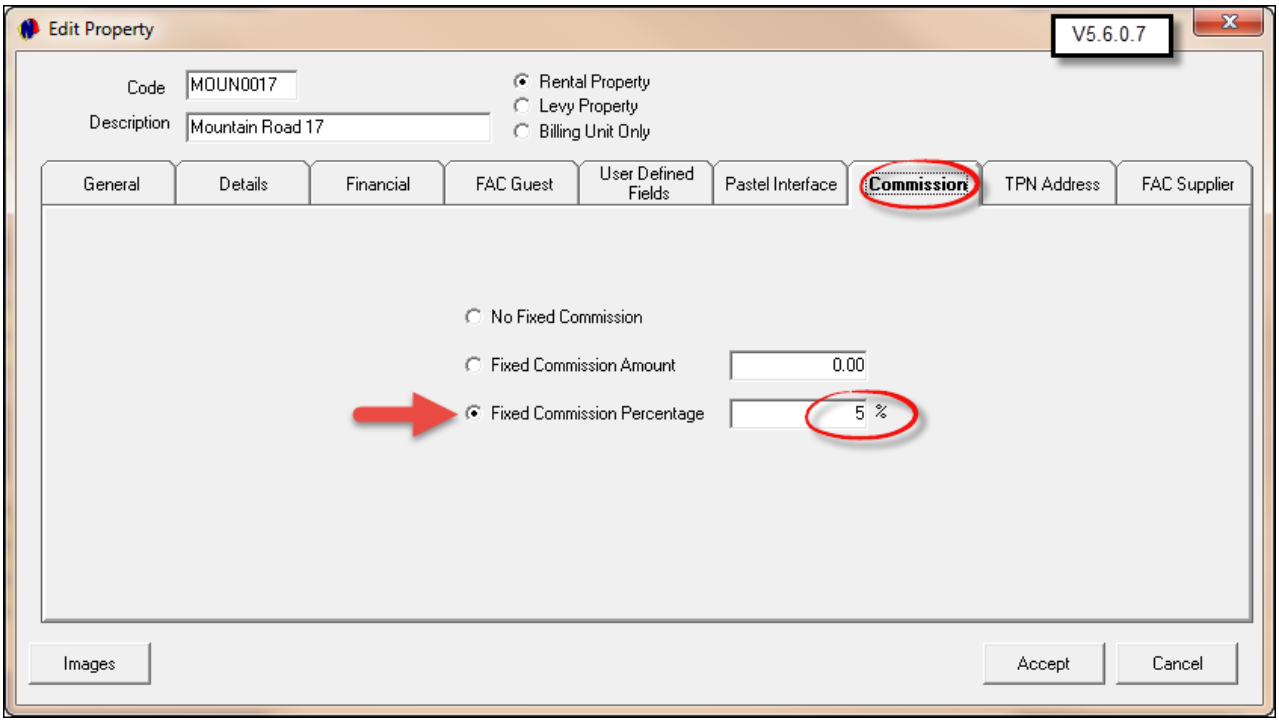
- In the same way, you can setup the "**FAC Supplier**" tab in order for the Landlord to pay the Municipal Rates and Taxes on the property
- The "**User Defined Fields**" are created by clicking on "**Setup**" in the top menu, and then "**User Defined Fields**", but is not part of this tutorial
- There are different options in the "**Commission**" tab from which you can choose:

➢ No Fixed Commission

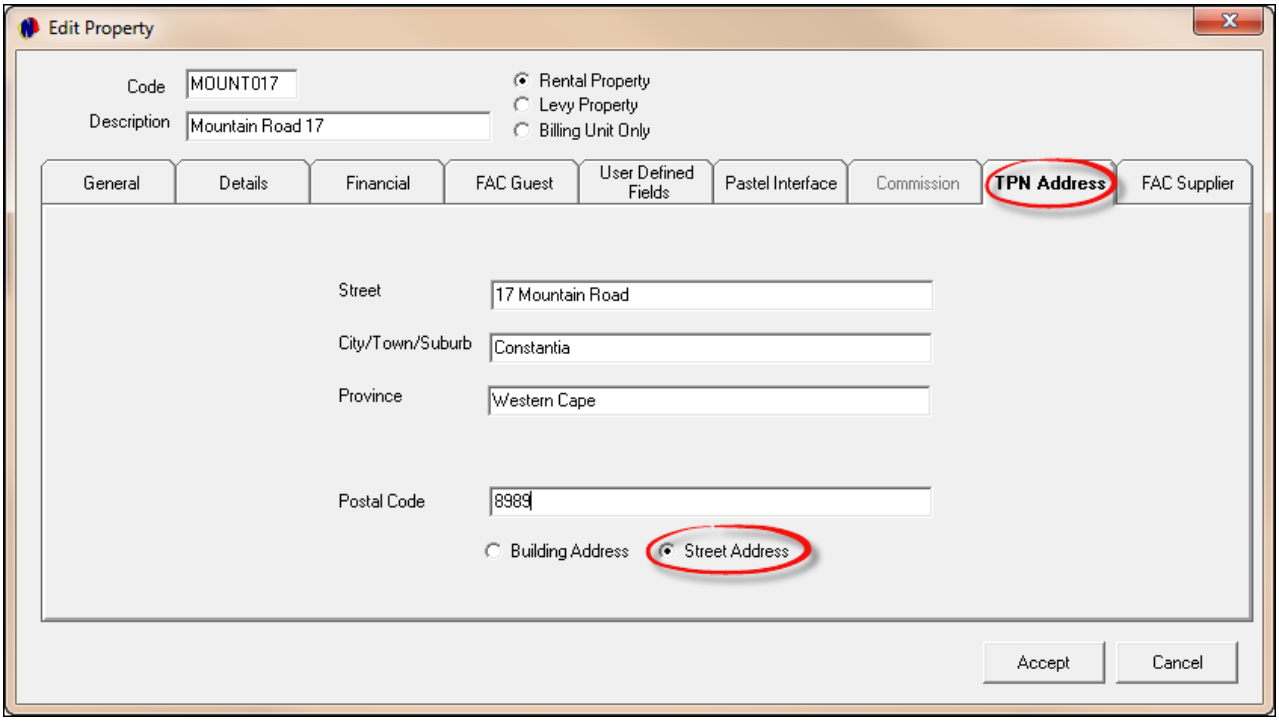
➢ Fixed Commission Amount

➢ Fixed Commission Percentage

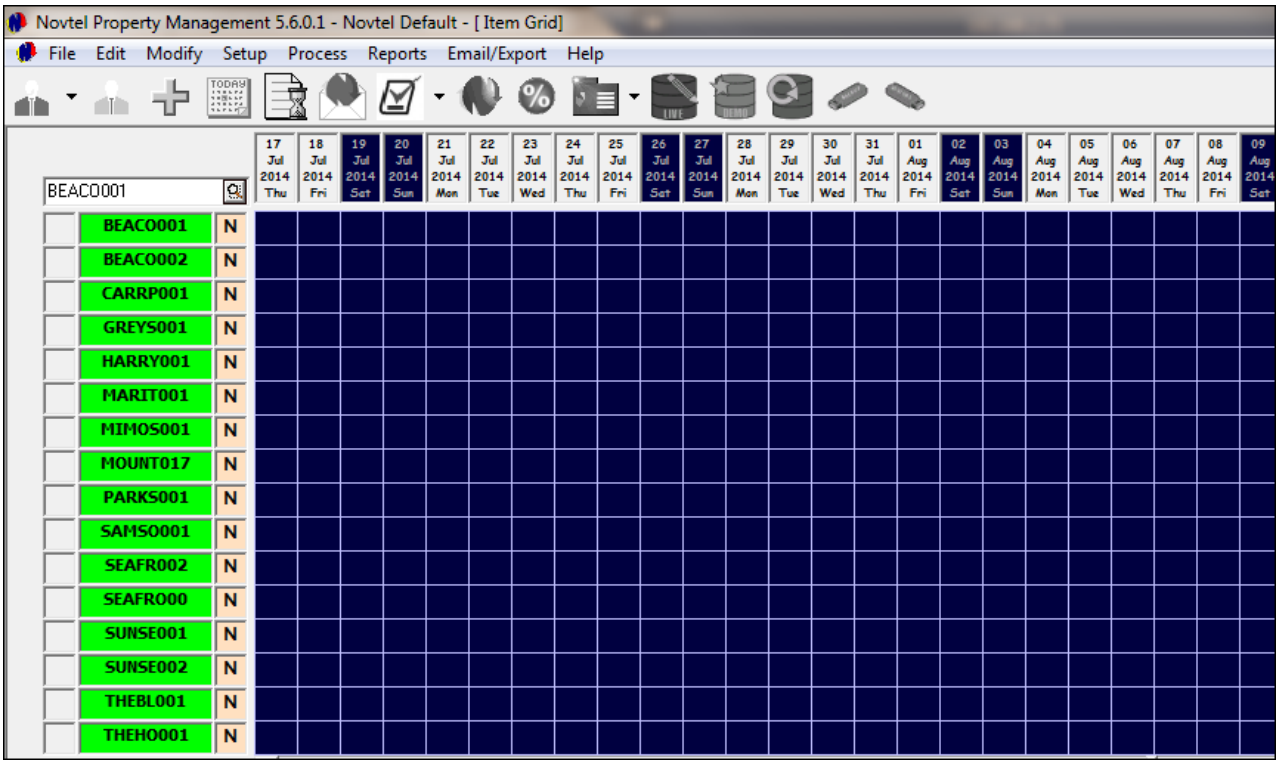
- As indicated in the diagram below, we have used the "**Fixed Commission Percentage**" option, and set it to 5%



- The "**TPN Address**" refers to the "**Tenant Profile Network**", and the address of the property is entered here

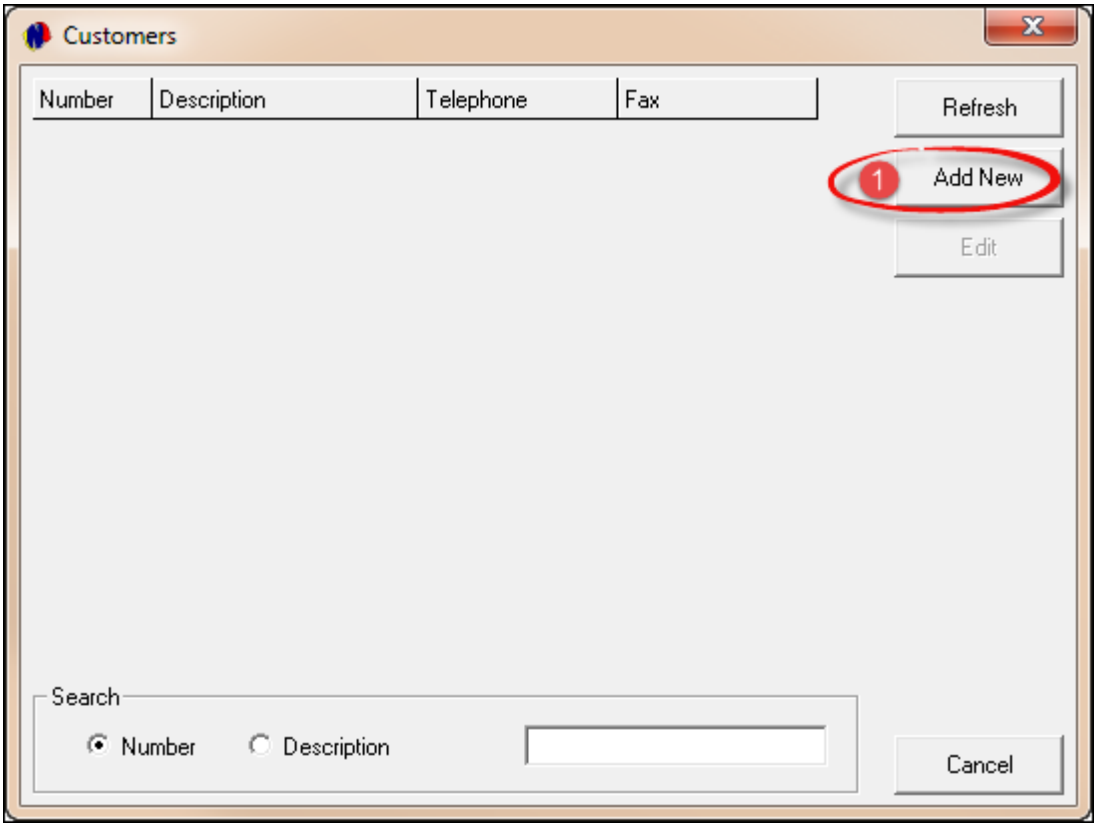


- This is how the empty grid will display when all the properties has been entered

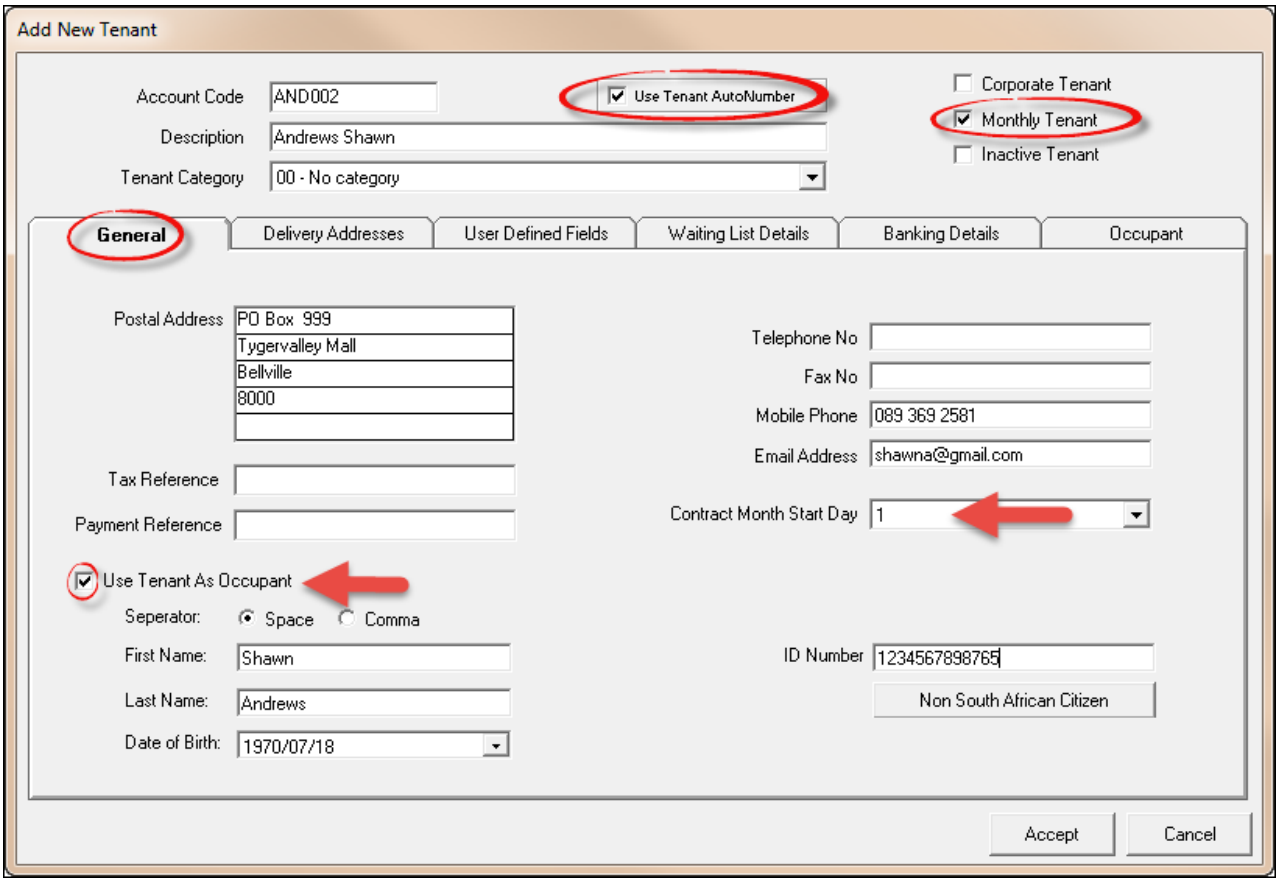

Novtel Property Management 5.6.0.1 - Novtel Default - [Item Grid]
File Edit Modify Setup Process Reports Email/Export Help
BEACO001
BEACO001 N
BEACO002 N
CARRP001 N
GREYS001 N
HARRY001 N
MARIT001 N
MIMOS001 N
MOUNT017 N
PARKS001 N
SAMSO001 N
SEAFR002 N
SEAFRO00 N
SUNSE001 N
SUNSE002 N
THEBL001 N
THEHO001 N

8 Step 6 - Creating Tenants/Occupants

- "**Tenants**" refer to the people who may or may not be living in the property, or operating from a business property, and who are always liable for the monthly rental payment of the property. "**Occupants**" are people living in the property, or operating from the business property
- On the top menu, click on "**Edit → Tenants → Add New**"



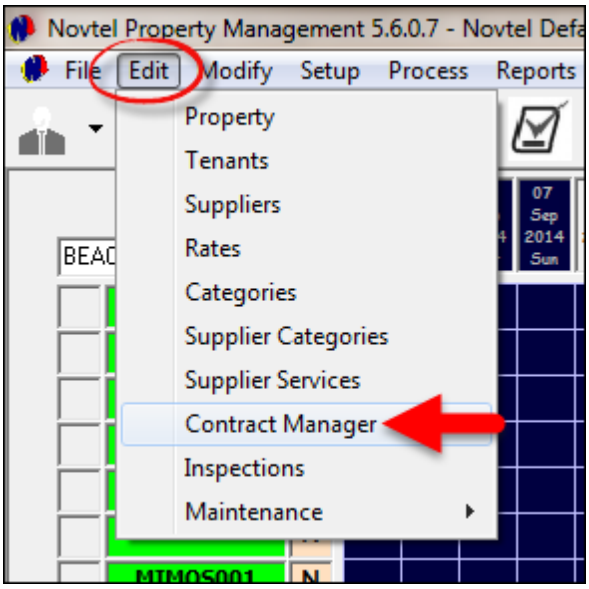
- In order to enter future "**Tenants**" with the same alpha code as another "**Tenant**", you can tick the "**Use Tenant AutoNumber**", and only type in the alpha code - Novtel will automatically add the numeric code. This will save you time since you will not have to check if the code already exists. For Example: The code for Mr Andrews as shown below, will be entered as "**AND**" - Novtel will enter the "**002**" automatically, since it recognized that "**AND001**" is already in use
- Mr Andrews will be renting the house on a monthly basis, and the "**Monthly Tenant**" tick-box must be selected
- Enter all relevant personal details, and in this case the "**Tenant**" is the "**Occupant**"
- Select the day of the month when the contract will take effect



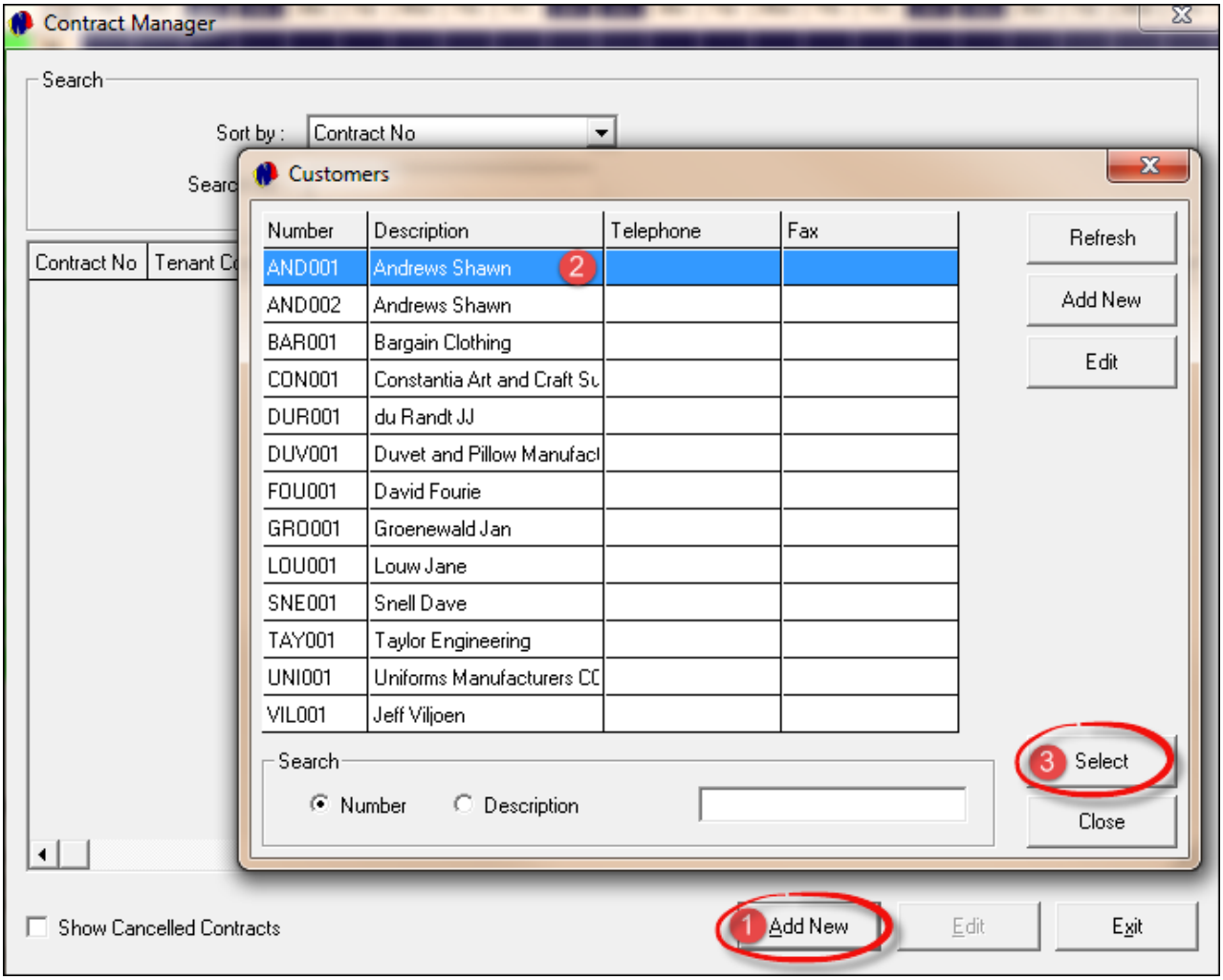
- You will also need to complete the following tabs:
  - Delivery Address
  - User Defined Fields - which can be created in the top menu by clicking on "**Setup**" → **User Defined Fields** → **Tenants**". You can create "**Fields**" such as Work address, Work telephone etc
  - Waiting List Details (If the tenant is waiting for another property that is either bigger, smaller or in another area)
  - Banking Details - Note that there are mandatory fields that needs to be completed
  - Occupant - In this case the "**Tenant** is the "**Occupant**"
- Click on "**Accept**" when you are done
- Now create all the "**Tenants/Occupants**"

9 Step 7 - Creating Contracts and Deposits

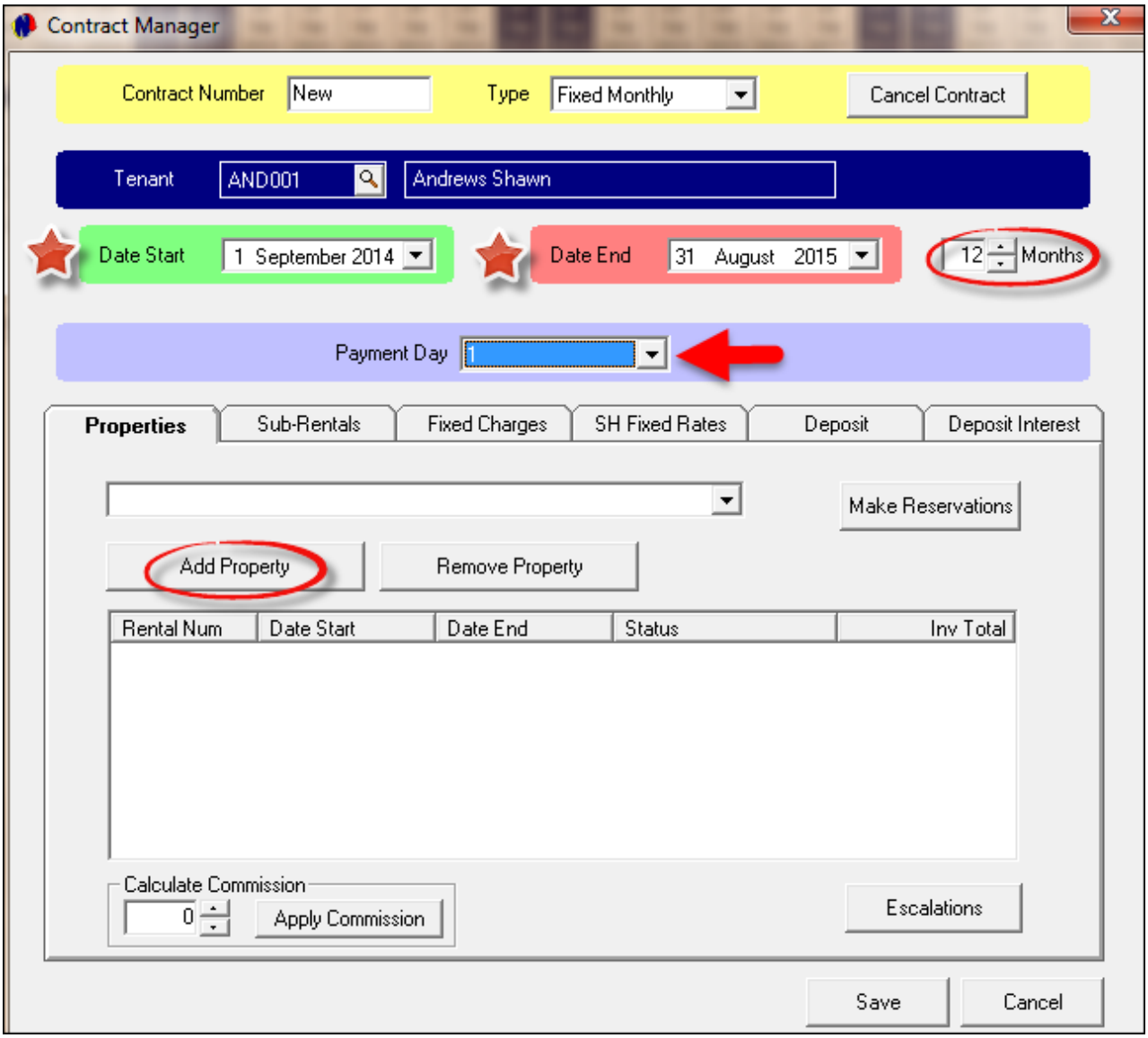
A booking to rent a property, is seen as the contract. In order to created the contract, click on "**Edit - Contract Manager**"



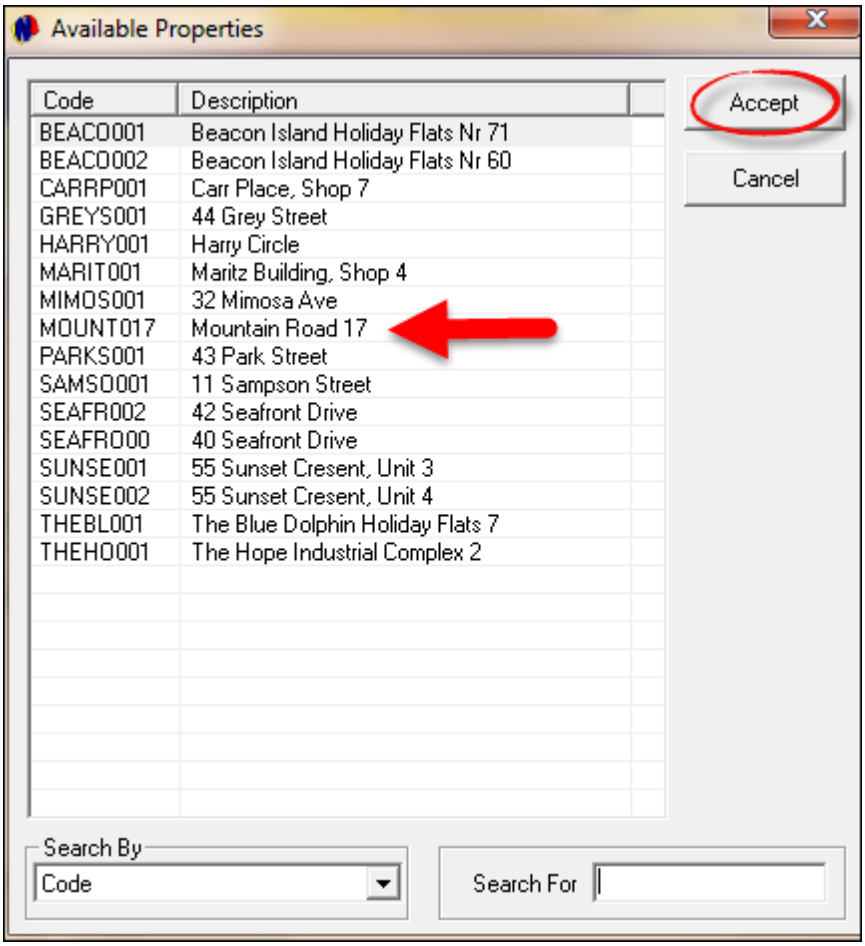
- Click "**Add New**" at the bottom of the screen in order for the "**Customers**" window to open. Click on the specific "**Customer**" for whom the contract is to be created, and click on "**Select**"



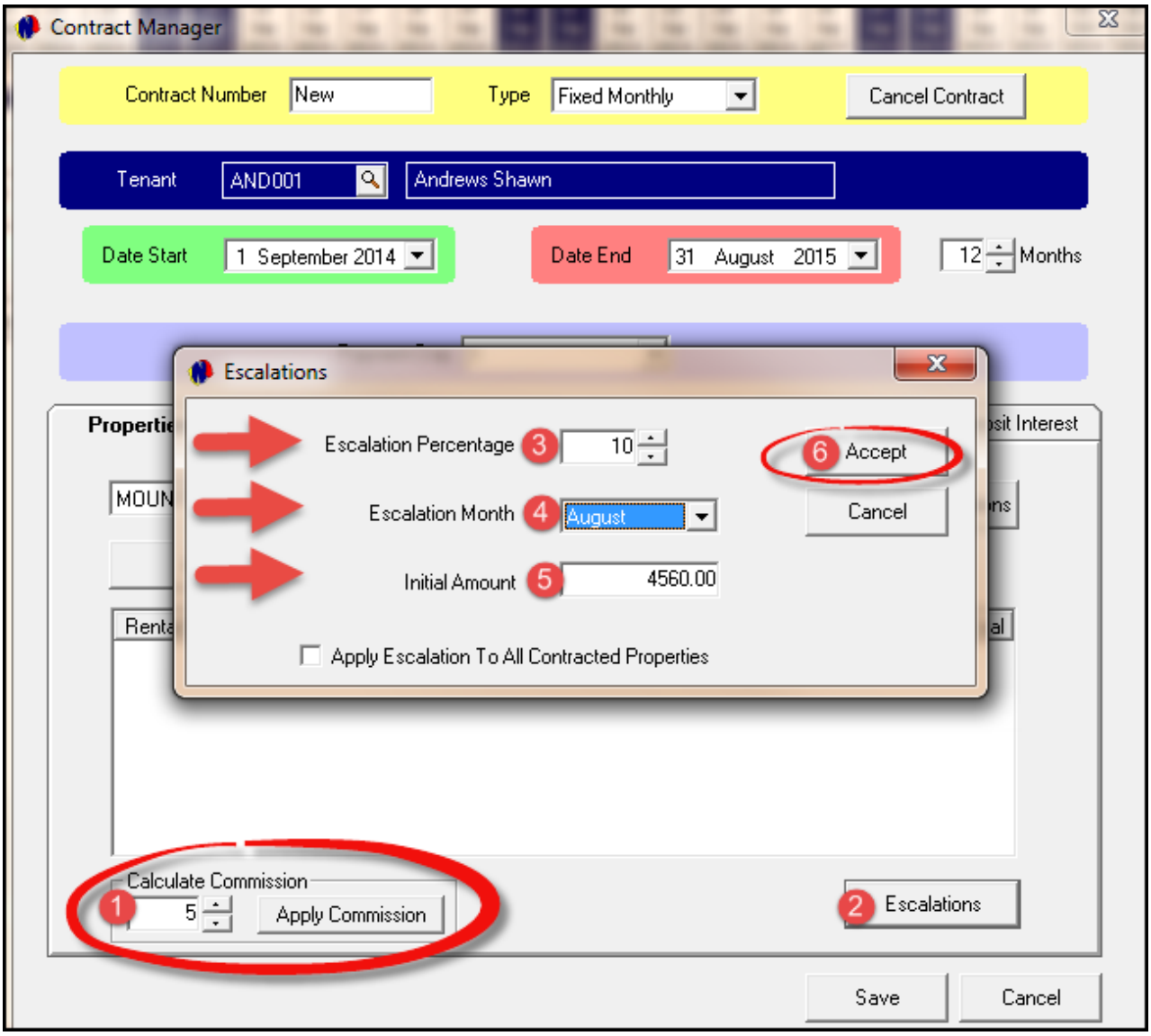
- "**Contract Manager**" will open and the start and end dates can be entered. The system will automatically calculate the total months for the contract
- Enter the "**Payment Day**" on which payment is due each month and click on "**Add Property**"



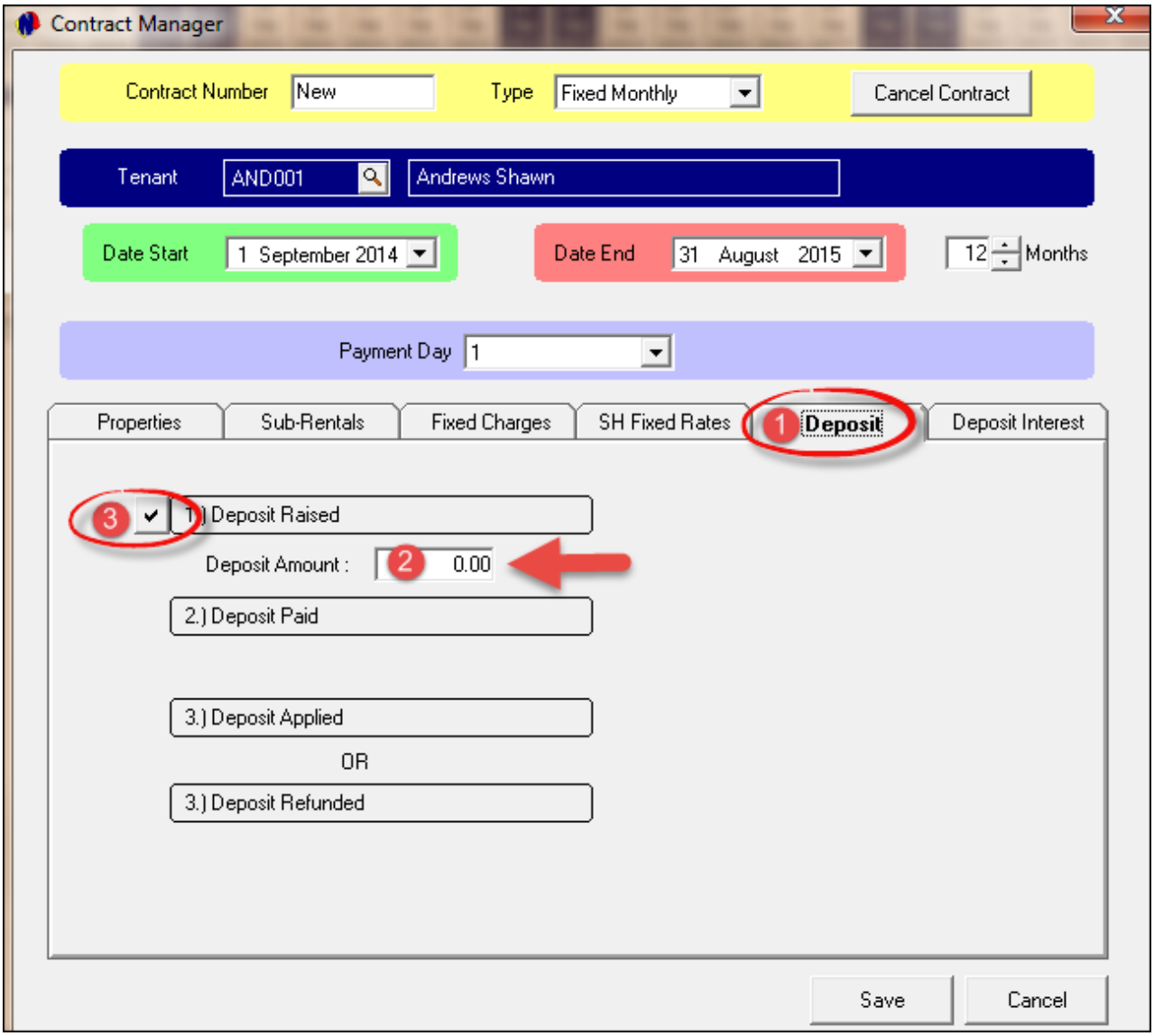
- Click on the property and "**Accept**"



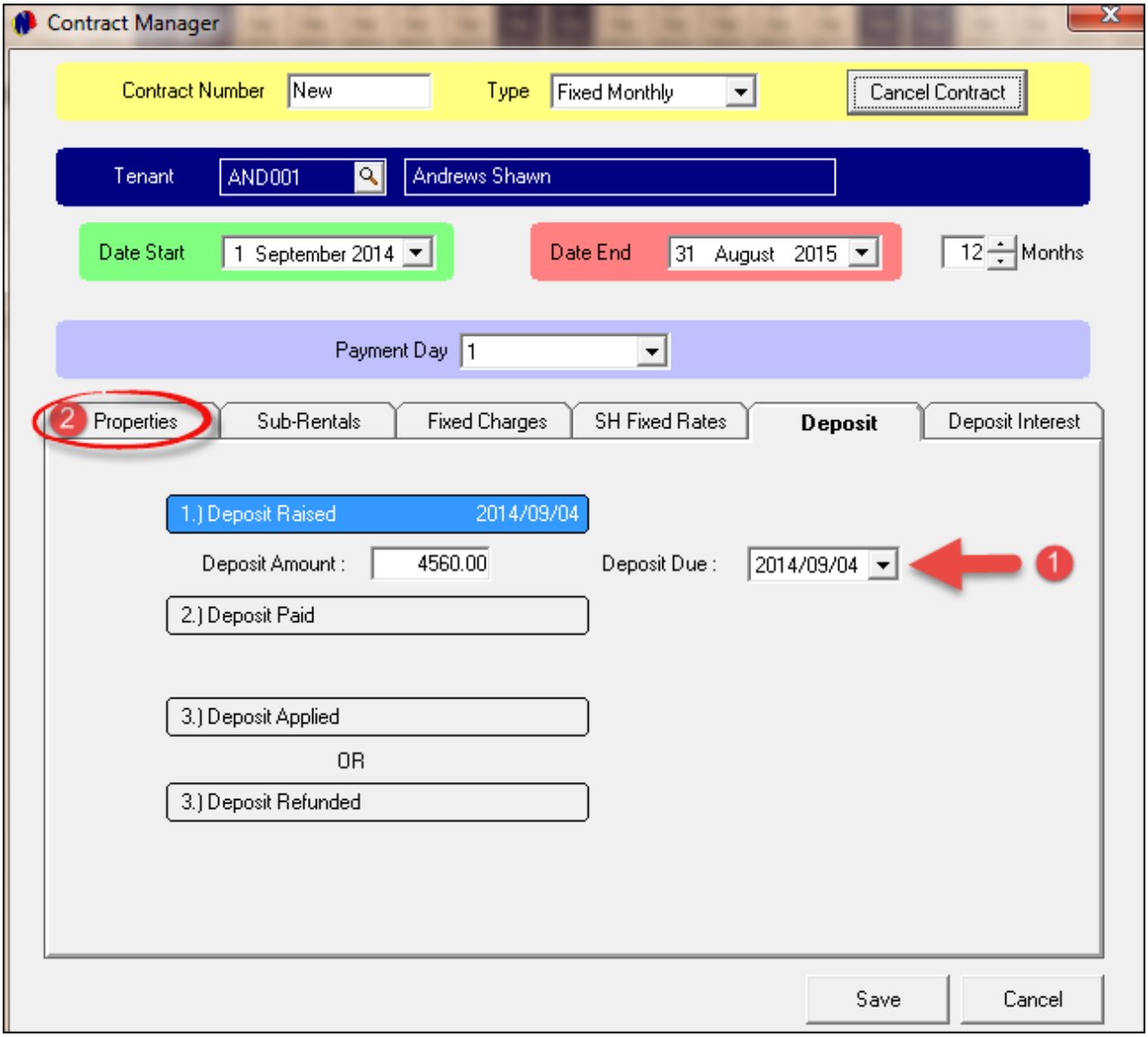
- Enter the commission percentage, and "**Apply Commission**"
- Now click on "**Escalations**" and enter the Escalation Percentage - normally 10% annually
- Enter the month for escalation, and the "**Initial Rental Amount**" and click "**Accept**"

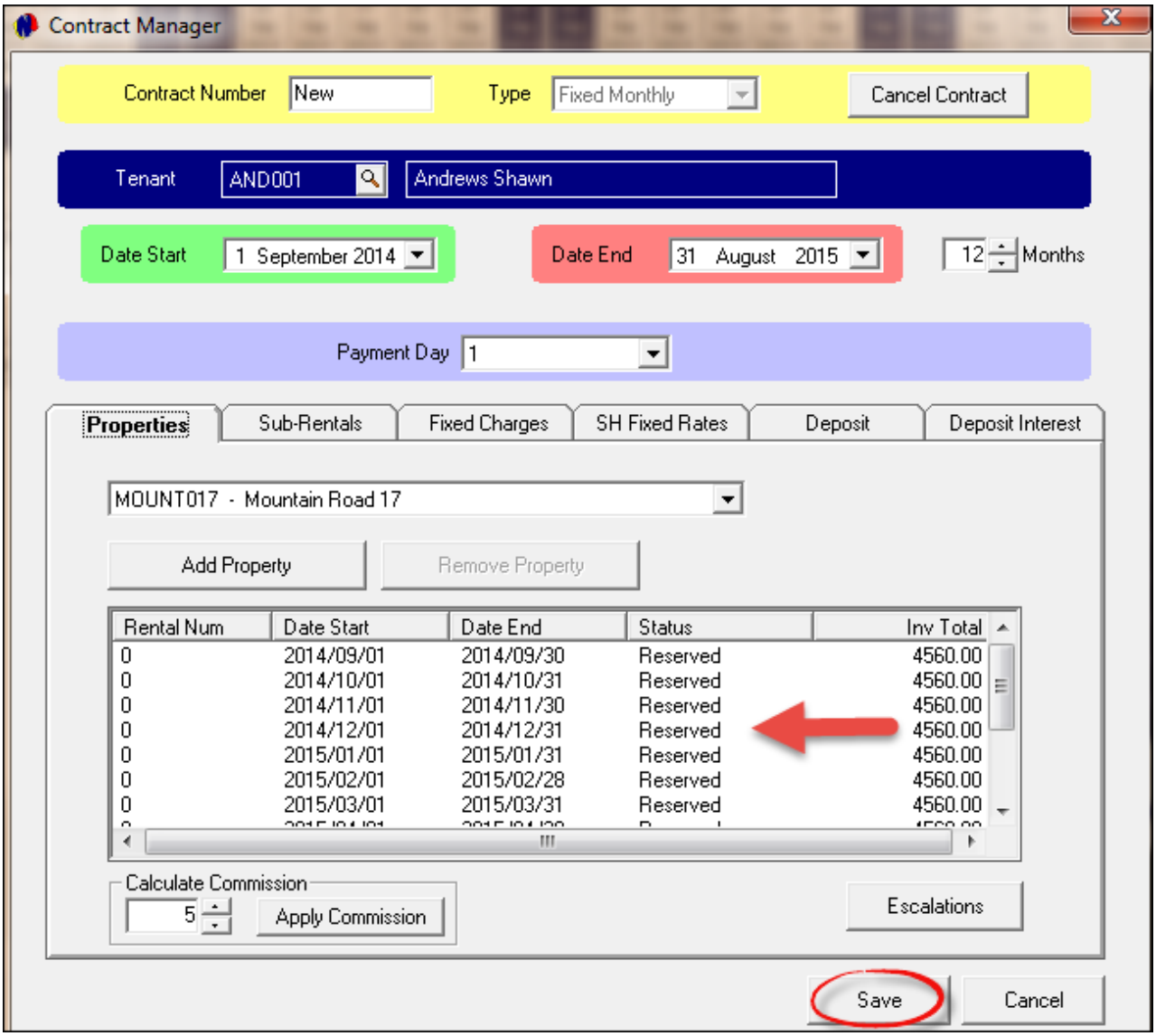


- Click on the "**Deposit**" Tab; enter the "**Deposit Amount**", and then click on the check-mark next to the "**Deposit Raised**" Field

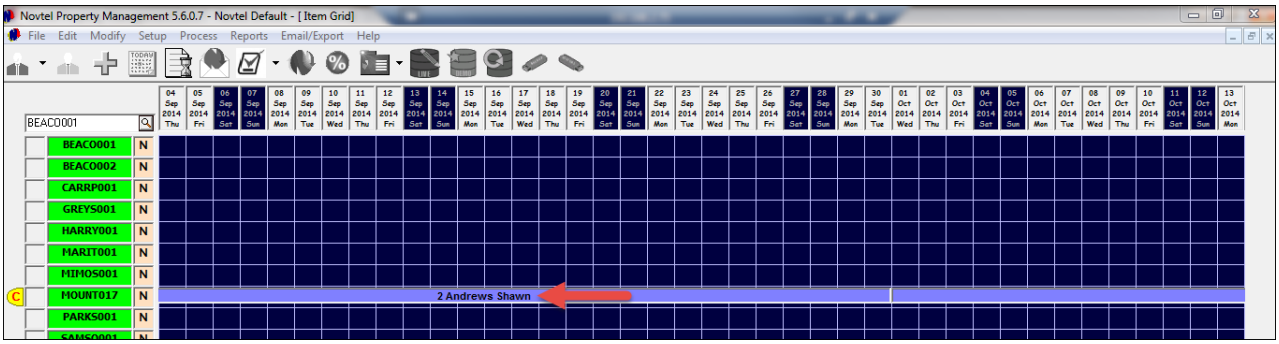


- Enter the due date for the deposit
- Now click on the "**Properties**" tab, and then "**Make Reservations**". The entire year's reservations will be displayed. Click "**Save**" to conclude the contract





- The Reservation for the entire year will now display on the Grid with a "**C**" before the property - which means there is a "**Fixed Monthly Contract**" for the property



10 Step 8 - Communal Properties - Shared Accommodation

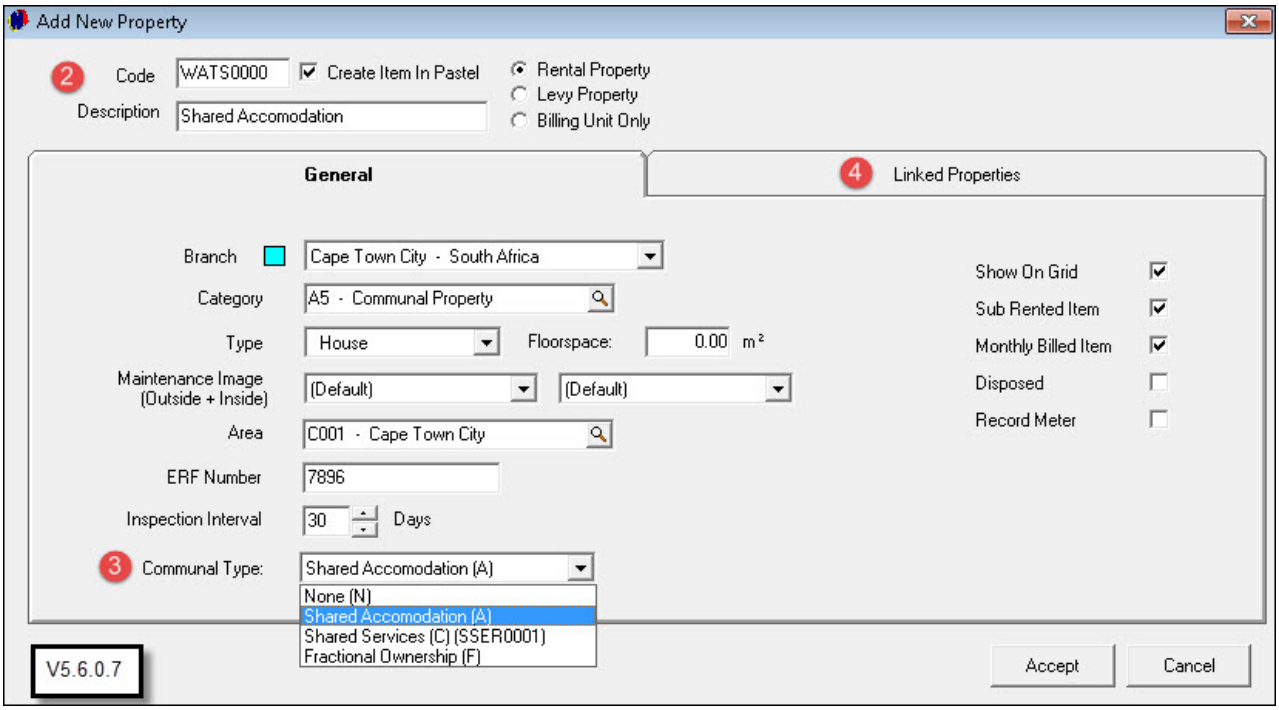
It is important to remember that "**Property Management Lite**" can manage a maximum of 20 properties, but it is worth mentioning that "**Communal Properties - Shared Accommodation**" can be managed very effectively with this system. A "**Communal Property**" is rented out to different people in the same property, but they are paying individually for their own rooms. A good example of this are students at boarding school or in a hostel.

Firstly we need to create the rooms as "**Properties**", and "**Code**" it as follows:

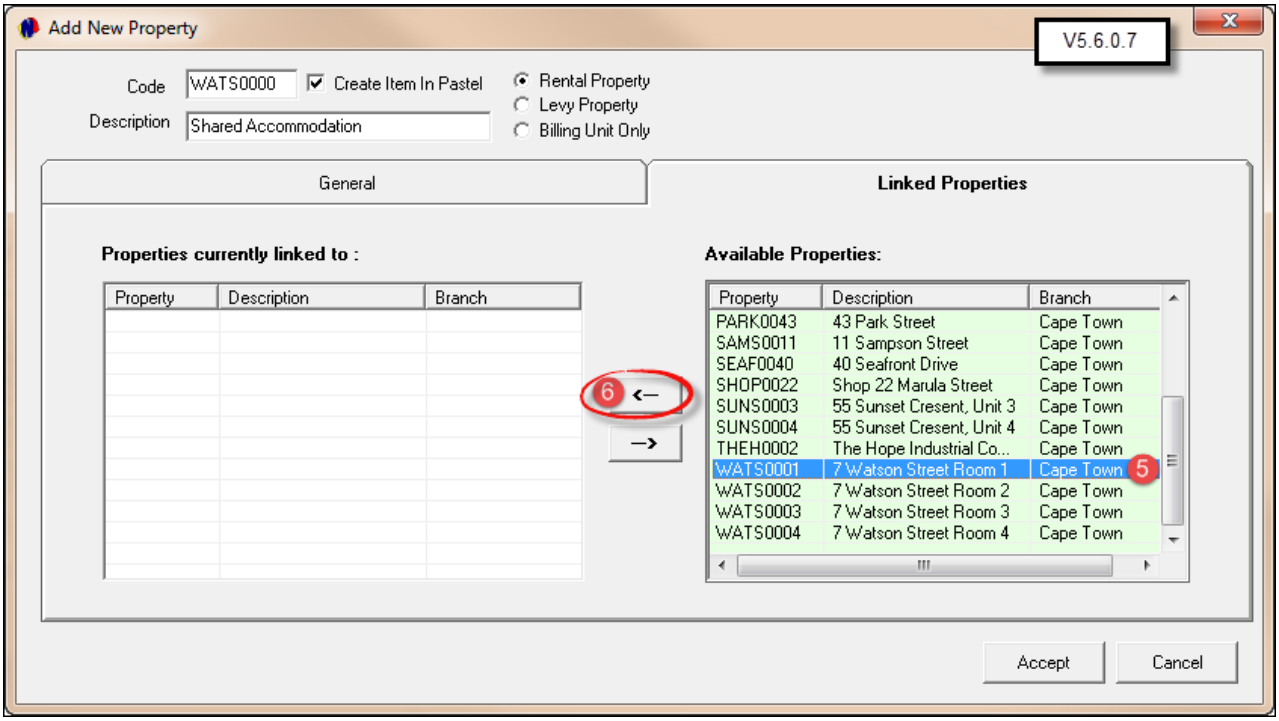
- If the address is 7 Watson Street and there are 4 rooms, the codes will range from "**WATS0001**" to "**WATS0004**" ("Edit - Property - Add New")
- Create "**Tenants**" for the rooms ("Edit - Tenants - Add New")

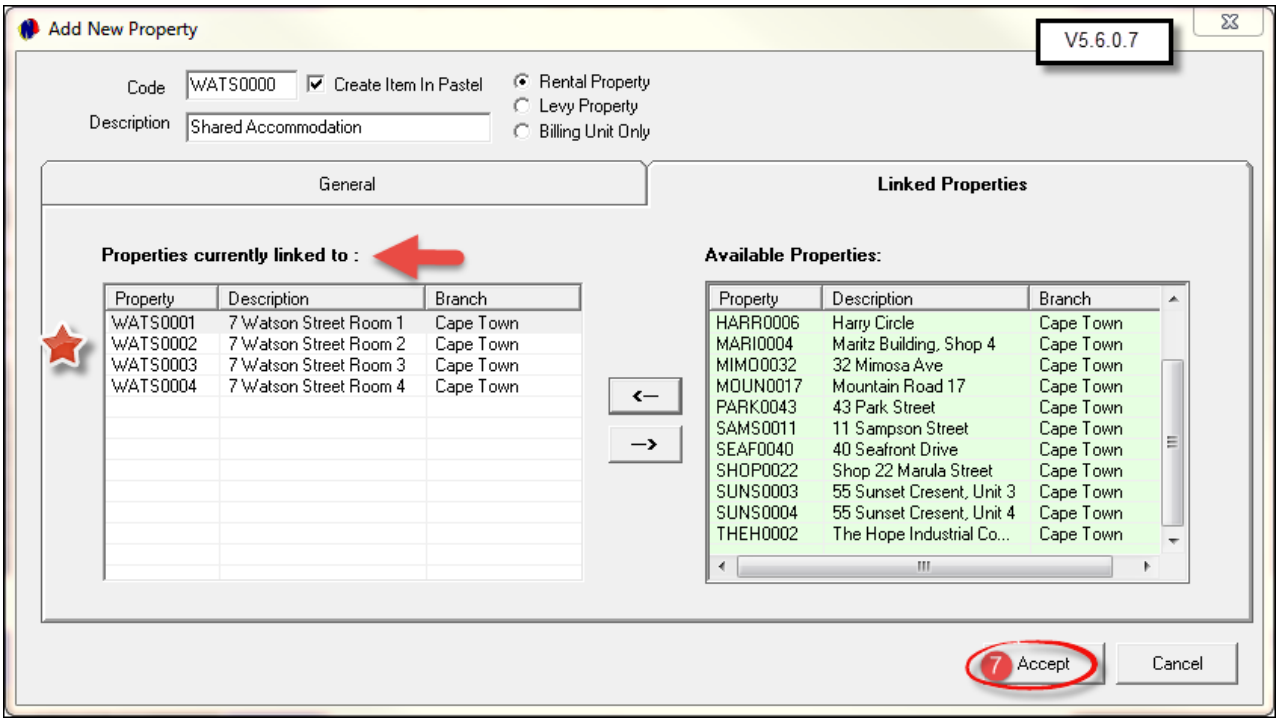
The "**Communal Property**" is created to link all the "**Rooms**" together, and is done in this manner:

- Click on "**Edit - Property - Add New**"
- The "**Code**" will be "**WATS0000**", and the Description "**Shared Accommodation**"
- At the bottom, in the left hand corner are options for "**Communal Type**". Select "**Shared Accommodation (A)**" and enter all the details in the "**General**" Tab, and tick the check-boxes to "**Show on Grid**", "**Sub-Rented Item**" and "**Monthly Billed Item**" (If it is a "**Month-To-Month Contract**"). Notice how there are now only two tabs in this screen, and that it differs vastly from creating "**Normal**" properties.
- Proceed to the "**Linked Properties**" Tab

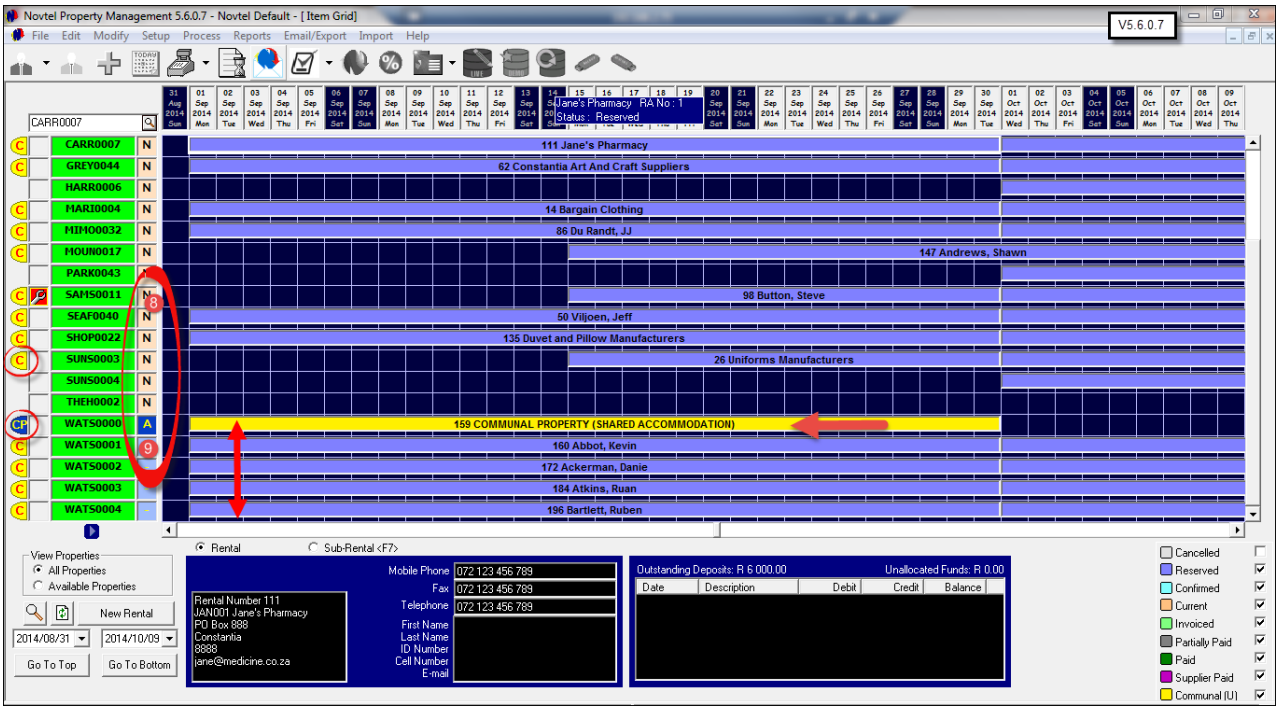


- Click on the property to be linked to the "**Shared Accommodation**", and click on the arrow to move the properties one-by-one to the left hand side of the screen, until all relevant properties are linked under this one property, and click "**Accept**"





- Now go to the Grid, and see how the properties are displayed. Next to the "**Normal**" Properties, a "**N**" is displayed, and contracted (rented) properties have a "**C**" in front of it
- For the "**Communal Property (Shared Accommodation)**", there is an "**A**" next to the property, and the color on the grid is yellow (The yellow means that it is still "**Unprocessed**" for the month). The "**CP**" in front of the property means "**Communal Property**"
- The "**Rooms**" themselves do not have a "Letter" to the right of the property on the Grid, since they are linked to the "Main Property"
- Also remember that "**Communal Property (Shared Accommodation)**" will ALWAYS be at the bottom of the Grid
- Now proceed to make the bookings for all the "**Rooms**" as explained in "**Step 7**"



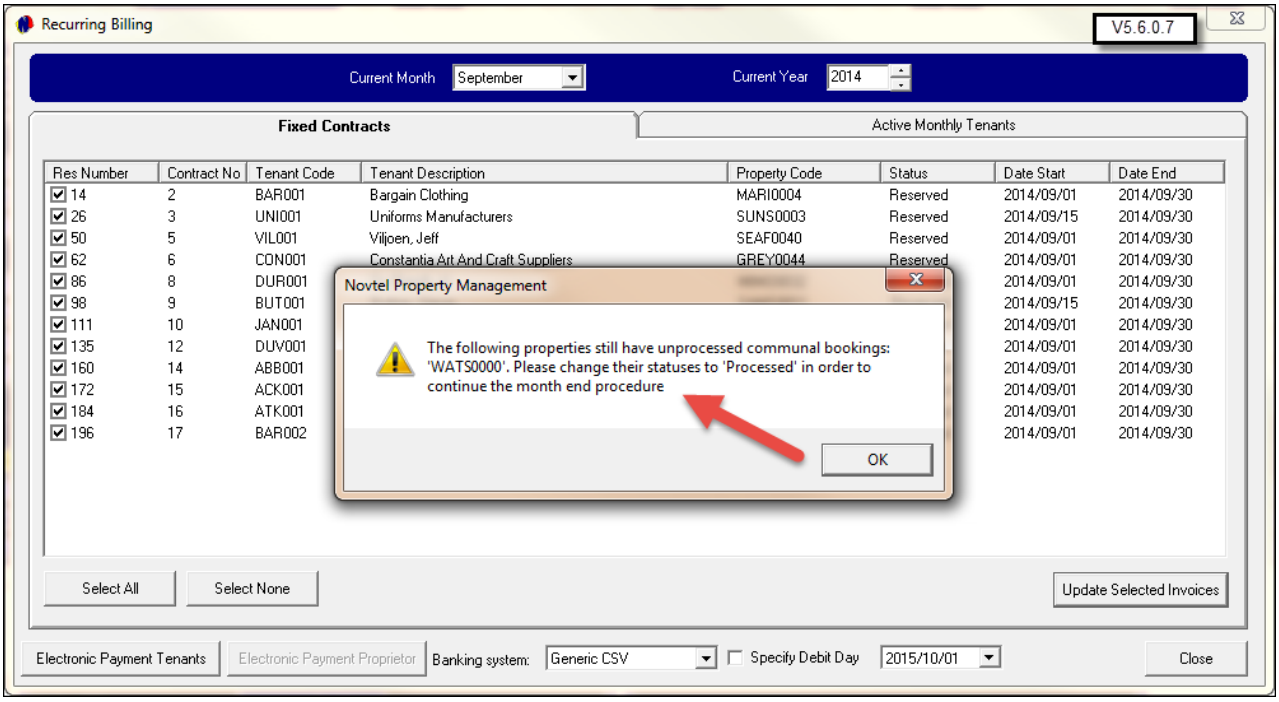
➢ "**Bulk Charges**" such as electricity, water, effluent, refuse etc. can be equally divided between the "**Rooms/ Properties**" in the "**Shared Accommodation**". There are two ways in order to record these charges:

- Right-click on the booking on the Grid, and select "**View/Record Bulk Charges**"
- In the top menu, click on "**Process - Bulk Charges Update**"

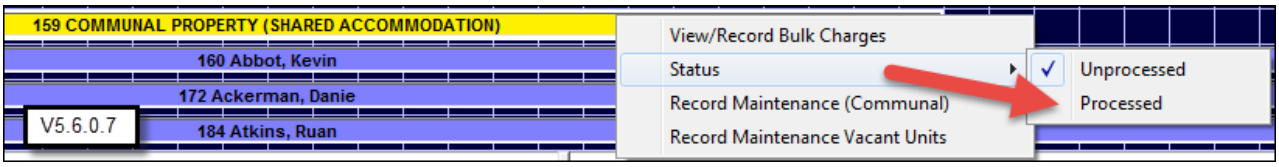
This is not part of this tutorial. Please register on Novtel's Forum at http://www.novtel.com/forum/index.php in order to have access to this information

11 Step 9 - Rollover Procedure

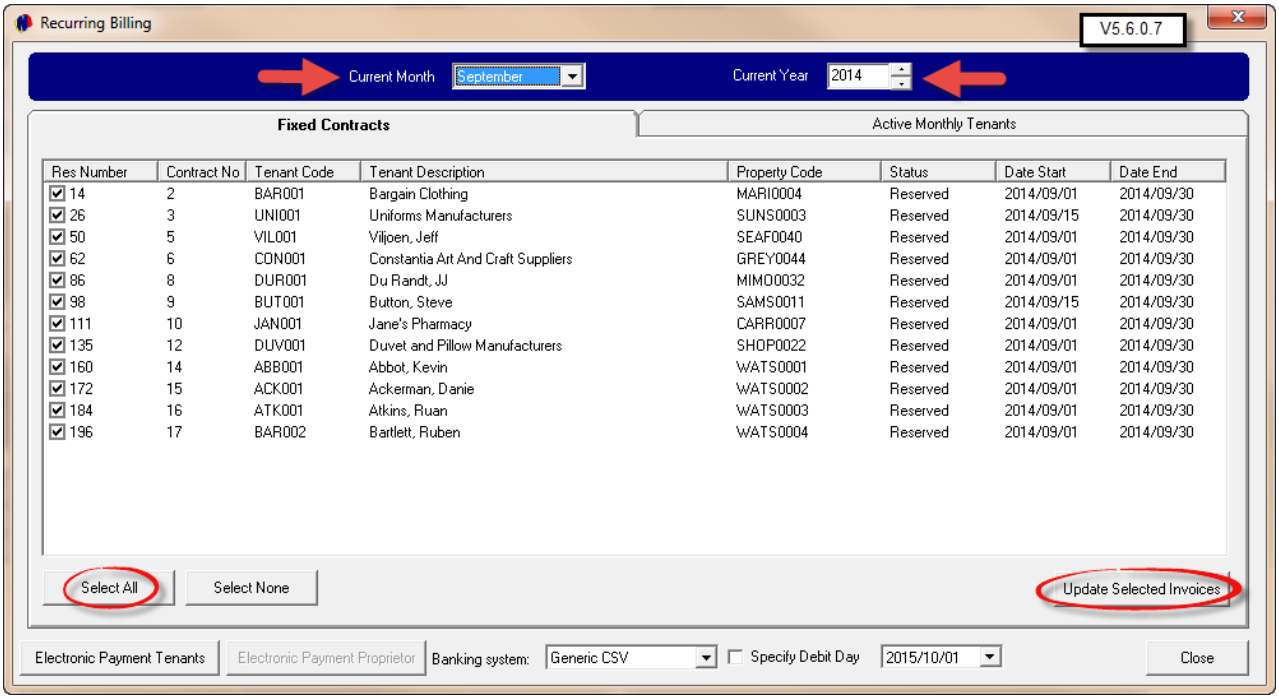
- Open both Pastel and Novtel, and check for "**Open Batches**" in Pastel. The "**Bulk Charges**" for Communal Properties "**Shared Accommodation**" must be updated, and the status must be "**Processed**" in order for the "**Recurring Billing**" to be done
- When the status of the "**Communal Property**" has not been "**Processed**", the system will alert you to first rectify it in order to proceed



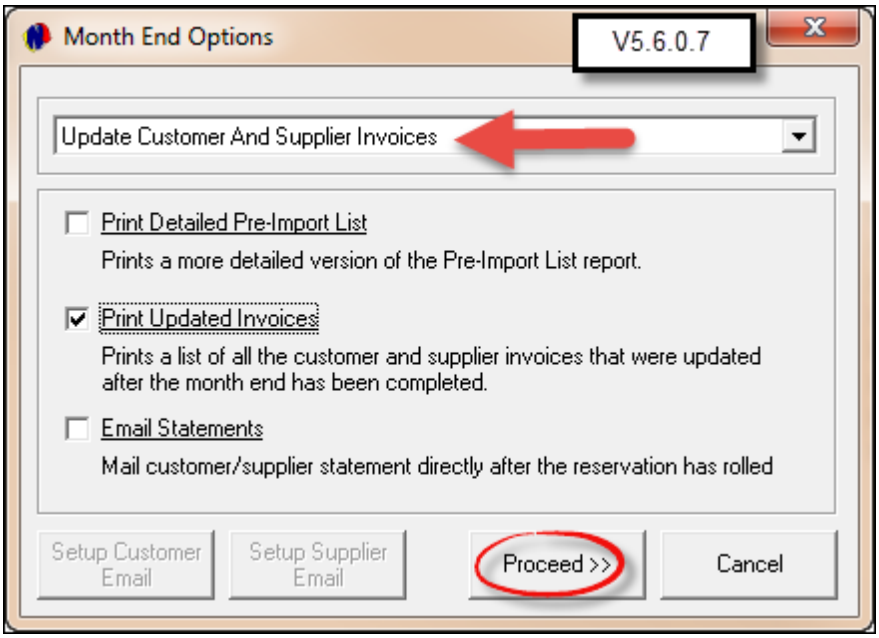
- Right-click on the "**Communal Property**" on the Grid, and select "**Status - Processed**". The color for the "**Communal Property**" will now turn white



- Click on "**Process - Recurring Billing**". In the "**Fixed Contracts**" tab, select the month; year; all the invoices to be updated, and click on "**Update Selected Invoices**"



- Select the option to "**Update Customer and Supplier Invoices**", and click "**Proceed**"



- The "**Pre-Import List**" will be minimized to your Internet Browser in HTML Format. First check the report for any inconsistencies before you continue

V5.6.0.7

Pre-Import List For September 2014

PRINTED DATE: 16 SEPTEMBER 2014 TIME: 02:34:34 PM

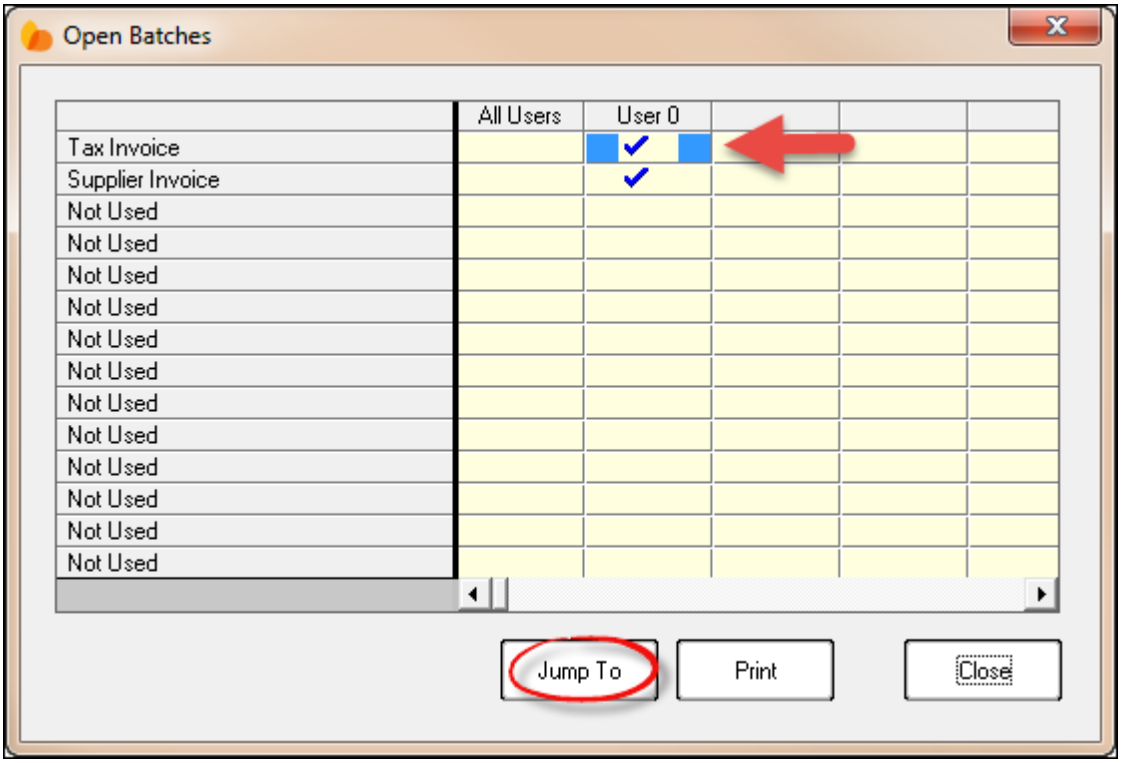
CUSTOMER INVOICES

RENTAL	CONTRACT	TENANT	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
14	2	BAR001 - Bargain Clothing	MARI0004	5263.16	736.84	6000.00
26	3	UNI001 - Uniforms Manufacturers	SUNS0003	6140.35	859.65	7000.00
50	5	VIL001 - Viljoen, Jeff	SEAF0040	6140.35	859.65	7000.00
62	6	CON001 - Constantia Art And Craft Suppliers	GREY0044	3947.37	552.63	4500.00
86	8	DUR001 - Du Randt, JJ	MIMO0032	3947.37	552.63	4500.00
98	9	BUT001 - Button, Steve	SAMS0011	4000.00	560.00	4560.00
111	10	JAN001 - Jane's Pharmacy	CARR0007	5263.16	736.84	6000.00
135	12	DUV001 - Duvet and Pillow Manufacturers	SHOP0022	7017.54	982.46	8000.00
160	14	ABB001 - Abbot, Kevin	WATS0001	877.19	122.81	1000.00
172	15	ACK001 - Ackerman, Danie	WATS0002	877.19	122.81	1000.00
184	16	ATK001 - Atkins, Ruan	WATS0003	877.19	122.81	1000.00
196	17	BAR002 - Bartlett, Ruben	WATS0004	964.91	135.09	1100.00
NUMBER OF INVOICES TO BE UPDATED - 12			TOTALS	45315.79	6344.21	51660.00

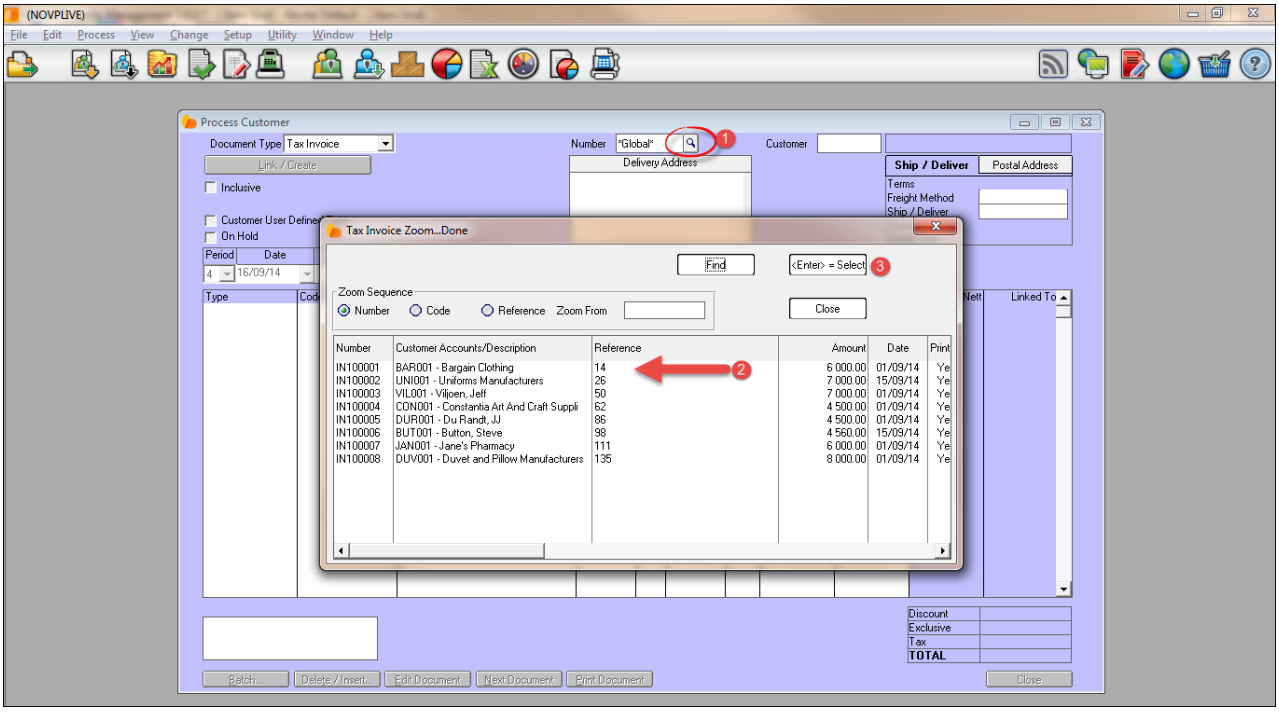
SUPPLIER INVOICES

SUB-RENTAL	CONTRACT	SUPPLIER	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
14	2	BLA001 - Black, Vernon	MARI0004	5263.16	736.84	6000.00
26	3	MAL001 - James Malan	SUNS0003	6416.67	898.33	7315.00
50	5	UPT001 - Luke Upton	SEAF0040	6140.35	859.65	7000.00
62	6	FRA001 - Douglas Franklin	GREY0044	3947.37	552.63	4500.00

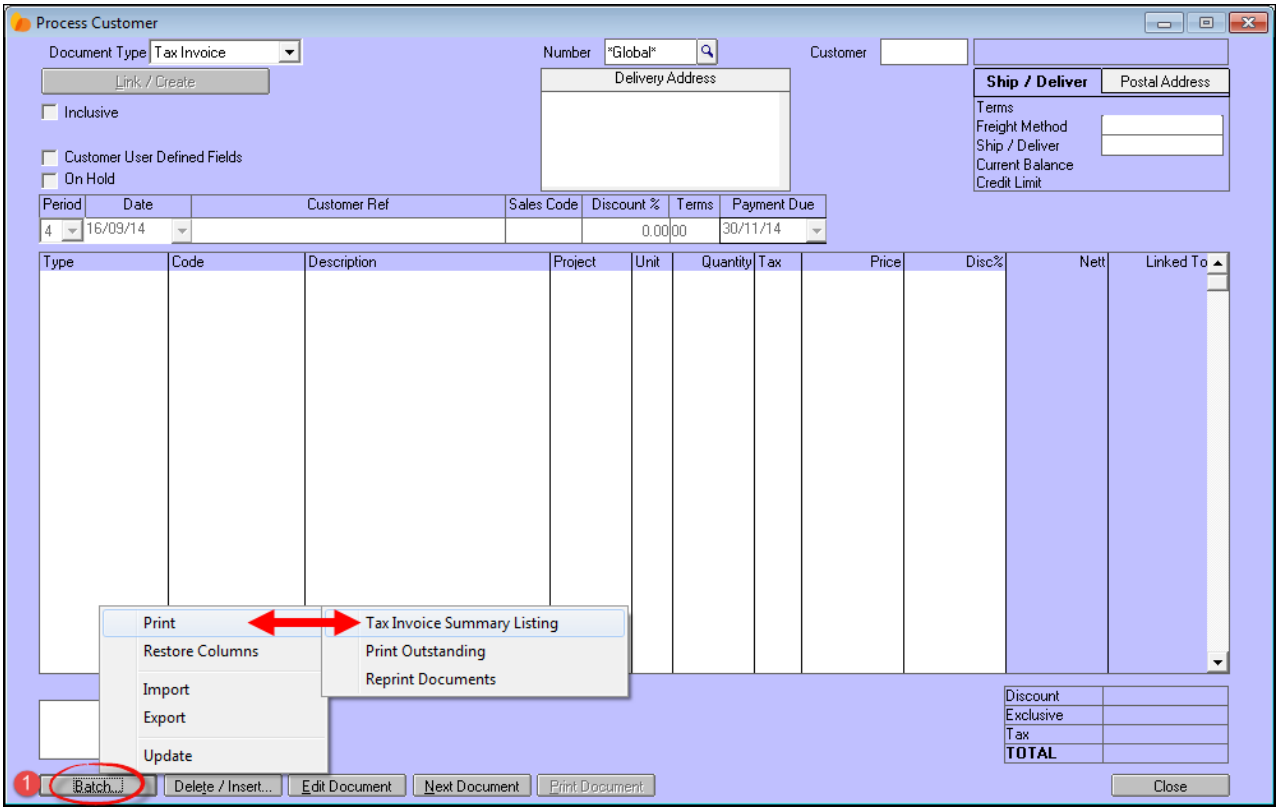
- Click "**Yes**" in order to continue when you are satisfied that everything is correct
- Now click "**View - Open Batches**" in Pastel, and select the first "**Open Batch**" click on "**Jump To**"



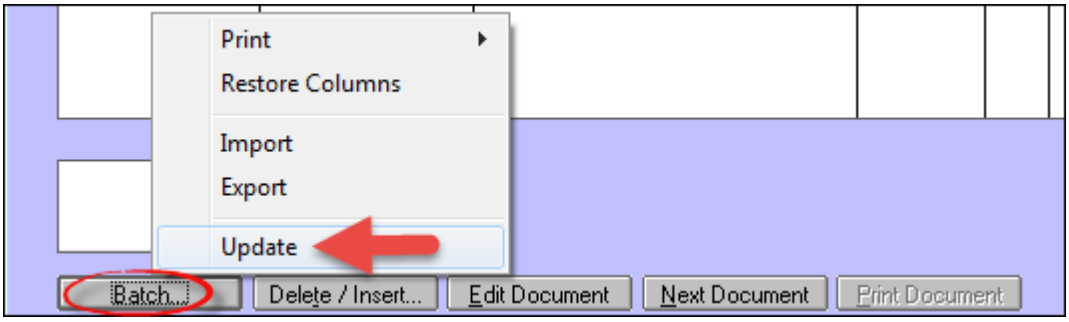
- In order to view the invoices, click on the magnifying glass; then on the invoice to be viewed, and "**Enter**" to open the specific Invoice



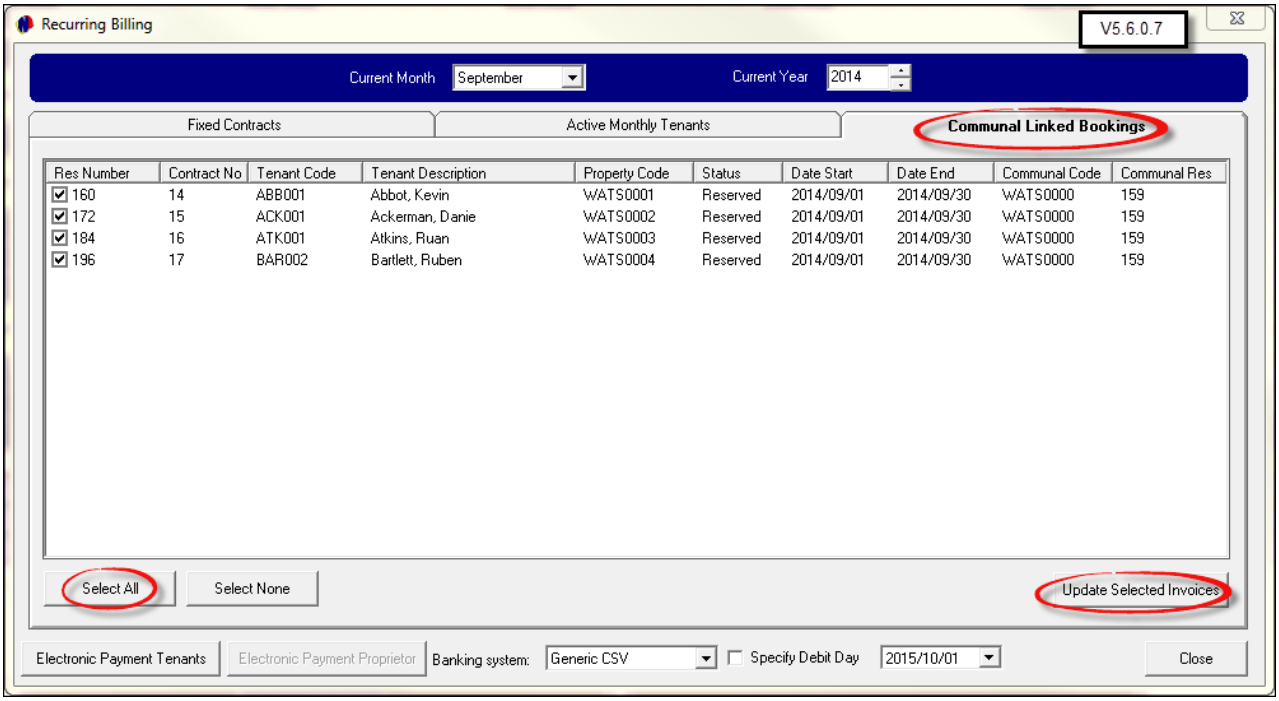
- In order to print a report for audit purposes, click on "**Batch - Print - Tax Invoice Summary Listing**"



- Select the method for printing the report, and click "**OK**". Now you can compare the totals in Pastel and Novtel in order to see if it matches
- Click on "**Batch**" again, and select "**Update**"



- You will have the option to "**Backup Before Updating**". Run the update if you wish, and then click on "**Update**". Now update the other "**Open Batches**" as well
- Back in Novtel, click on "**Process - Recurring Billing**" again, and select the next tab to be processed - In this case it is the "**Communal Linked Bookings**", since there are no "**Active Monthly Tenants**" for September - and repeat the process as explained



- The "**Pre-Import List**" in Novtel for the Communal Properties

V5.6.0.7

Pre-Import List For September 2014

PRINTED DATE: 16 SEPTEMBER 2014 TIME: 03:55:57 PM

CUSTOMER INVOICES

RENTAL	CONTRACT	TENANT	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
160	14	ABB001 - Abbot, Kevin	WATS0001	877.19	122.81	1000.00
172	15	ACK001 - Ackerman, Danie	WATS0002	877.19	122.81	1000.00
184	16	ATK001 - Atkins, Ruan	WATS0003	877.19	122.81	1000.00
196	17	BAR002 - Bartlett, Ruben	WATS0004	877.19	122.81	1000.00
NUMBER OF INVOICES TO BE UPDATED - 4			TOTALS	3508.77	491.23	4000.00

SUPPLIER INVOICES

SUB-RENTAL	CONTRACT	SUPPLIER	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
148	14	ESP001 - Werner Espin	WATS0001	833.33	116.67	950.00
160	15	ESP001 - Werner Espin	WATS0002	833.33	116.67	950.00
172	16	ESP001 - Werner Espin	WATS0003	833.33	116.67	950.00
184	17	ESP001 - Werner Espin	WATS0004	833.33	116.67	950.00
NUMBER OF SUPPLIER INVOICES TO BE UPDATED - 4			TOTALS	3333.33	466.67	3800.00

SUMMARY OF MANAGED PROPERTIES

PROPERTY	TENANT TOTAL	LANDLORD TOTAL	COMMISSION TOTAL
WATS0001 - 7 Watson Street Room 1	1000.00	950.00	50.00
WATS0002 - 7 Watson Street Room 2	1000.00	950.00	50.00
WATS0003 - 7 Watson Street Room 3	1000.00	950.00	50.00
WATS0004 - 7 Watson Street Room 4	1000.00	950.00	50.00
TOTALS	4000.00	3800.00	200.00

- The Pastel Reports that correspond with the Novtel "Pre-import List"

16/09/14 15:59 Page: 1

Prepared by: Novtel

Tax Invoice Summary Listing for user User 0

Reference	Customer	Per	Date	Order No	Printed	On Hold	Tax	Total
IN100009	ABB001 - Abbot, Kevin	4	01/09/14	160	Yes	No	122.81	1 000.00
IN100010	ACK001 - Ackerman, Danie	4	01/09/14	172	Yes	No	122.81	1 000.00
IN100011	ATK001 - Atkins, Ruan	4	01/09/14	184	Yes	No	122.81	1 000.00
IN100012	BAR002 - Bartlett, Ruben	4	01/09/14	196	Yes	No	122.81	1 000.00
Total for 4 Tax Invoice(s) not on hold							491.24	4 000.00
Total for 0 Tax Invoice(s) on hold								
TOTAL							491.24	4 000.00

---------- End of Report ----------

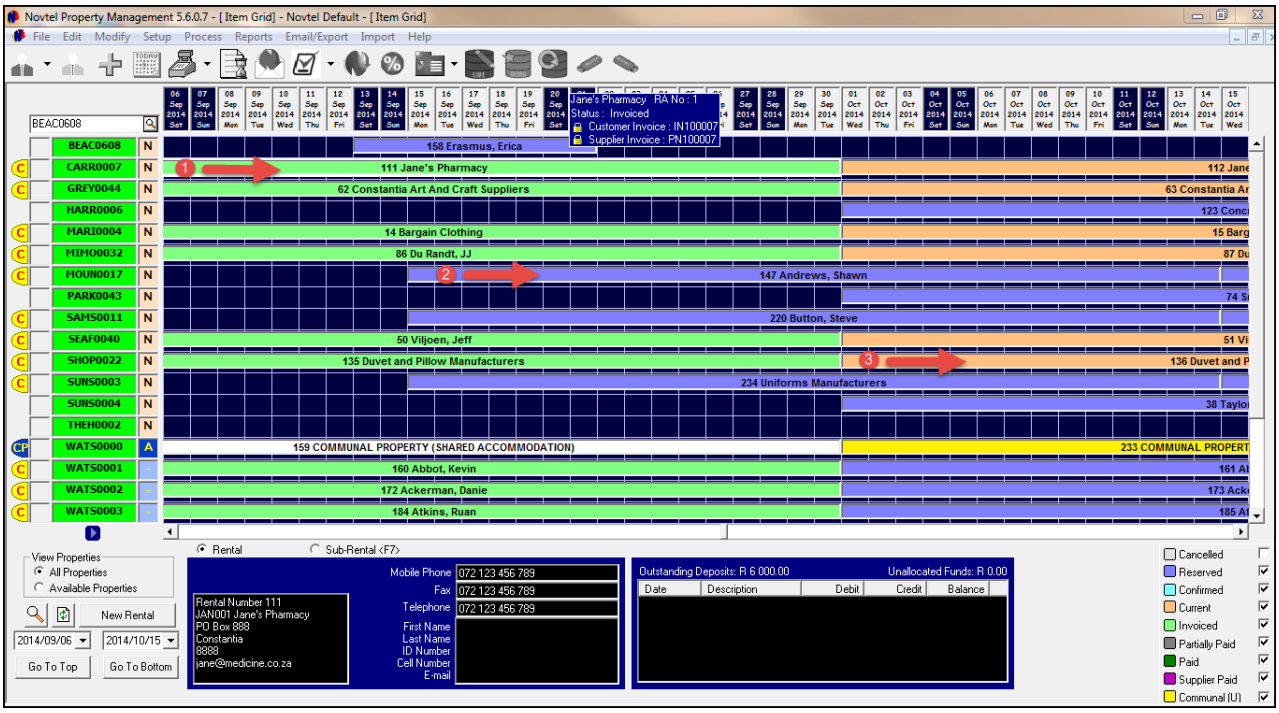
Prepared by: Novtel

Supplier Invoice Summary Listing for user User 0

Reference	Supplier	Per	Date	Order No	Printed	On Hold	Tax	Total
PN100008	ESP001 - Werner Espin	4	01/09/14	148	Yes	No	116.67	950.00
PN100009	ESP001 - Werner Espin	4	01/09/14	160	Yes	No	116.67	950.00
PN100010	ESP001 - Werner Espin	4	01/09/14	172	Yes	No	116.67	950.00
PN100011	ESP001 - Werner Espin	4	01/09/14	184	Yes	No	116.67	950.00
Total for 4 Supplier Invoice(s) not on hold							466.68	3 800.00
Total for 0 Supplier Invoice(s) on hold								
TOTAL							466.68	3 800.00

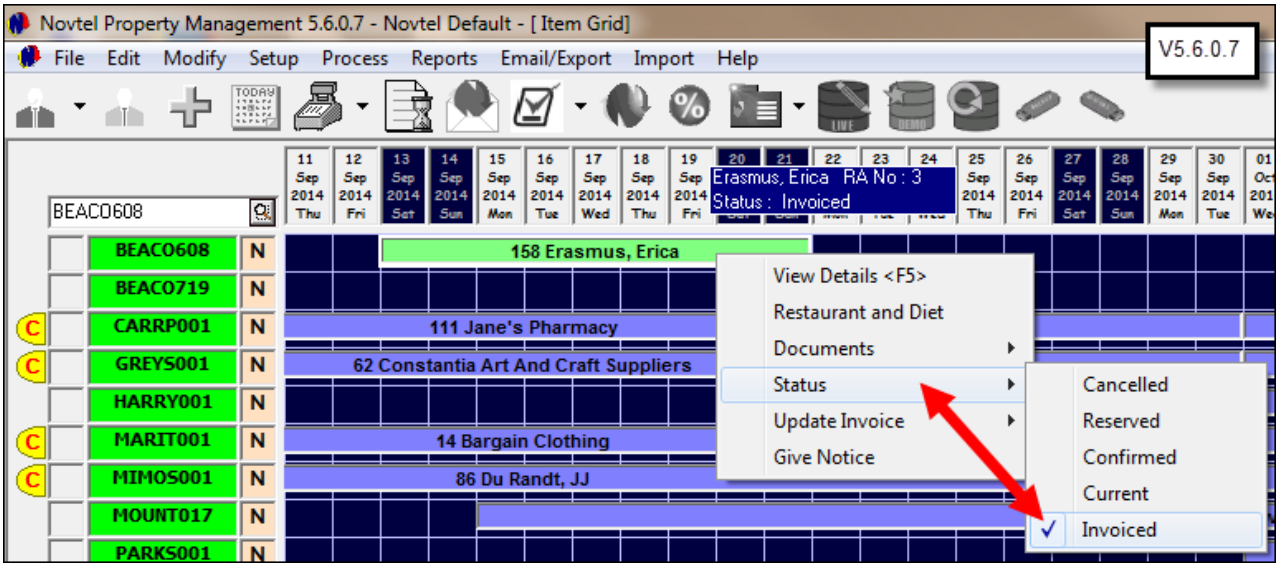
---------- End of Report ----------

- When you return to the Grid, you will see that all the long term contracted bookings for the month is now green, meaning that all have been "**Invoiced**"
- The bookings that are still "**Reserved**", will be billed in the next "**Recurring Billing**" since the contract dates are set from the 15th to the 15th, and not the 1st to the 30th as with the other bookings
- Also see that the bookings that have been processed for this month, is now on "**Current**" status for the next month

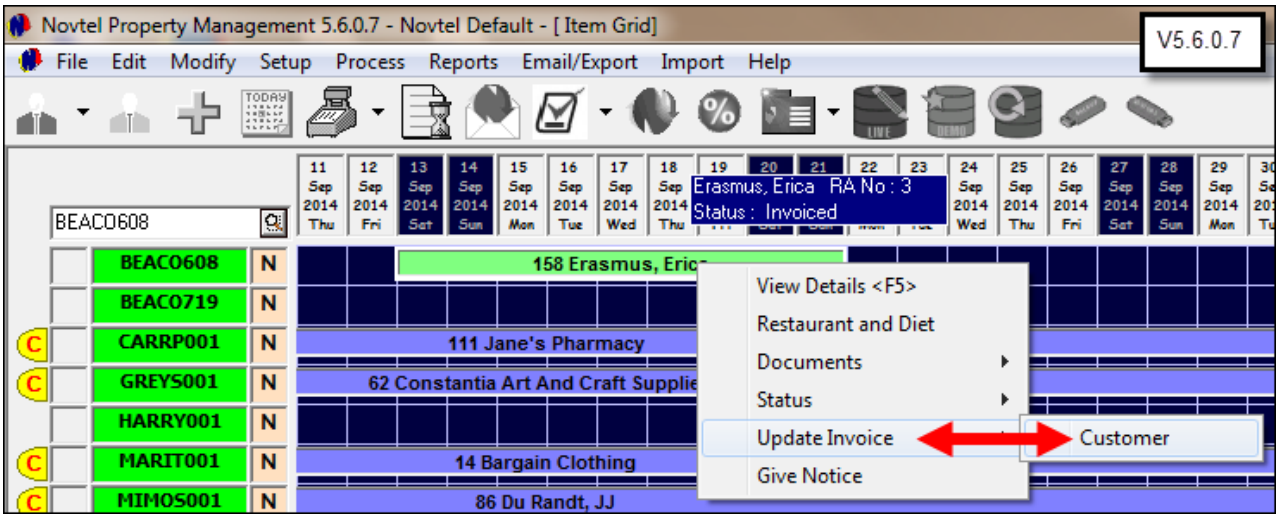


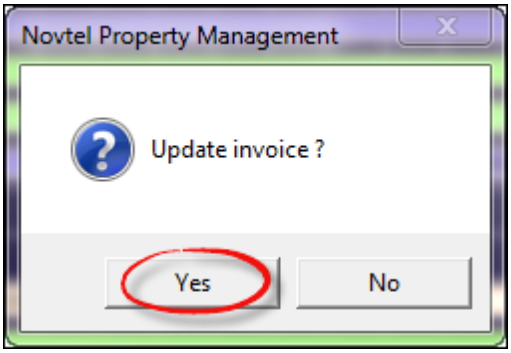
➢Procedure to update invoices for "Short Term Bookings" in Novtel

- Right click on the booking on the Grid, and set the '**Status**" to "**Invoiced**". See how the color of the booking has changed to green



- Right click on the booking again, and click on "**Update Invoice - Customer**"



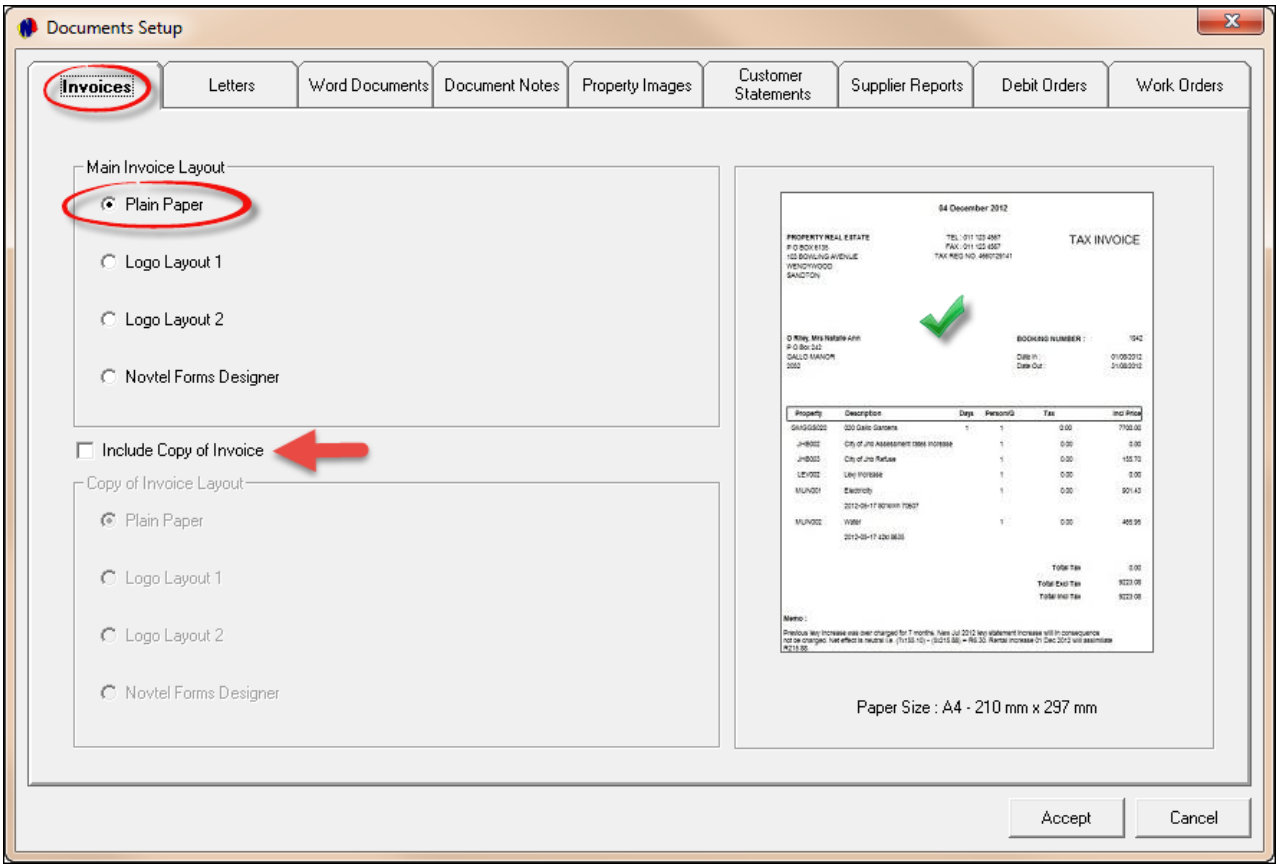


12 Step 10 - Working with Documents

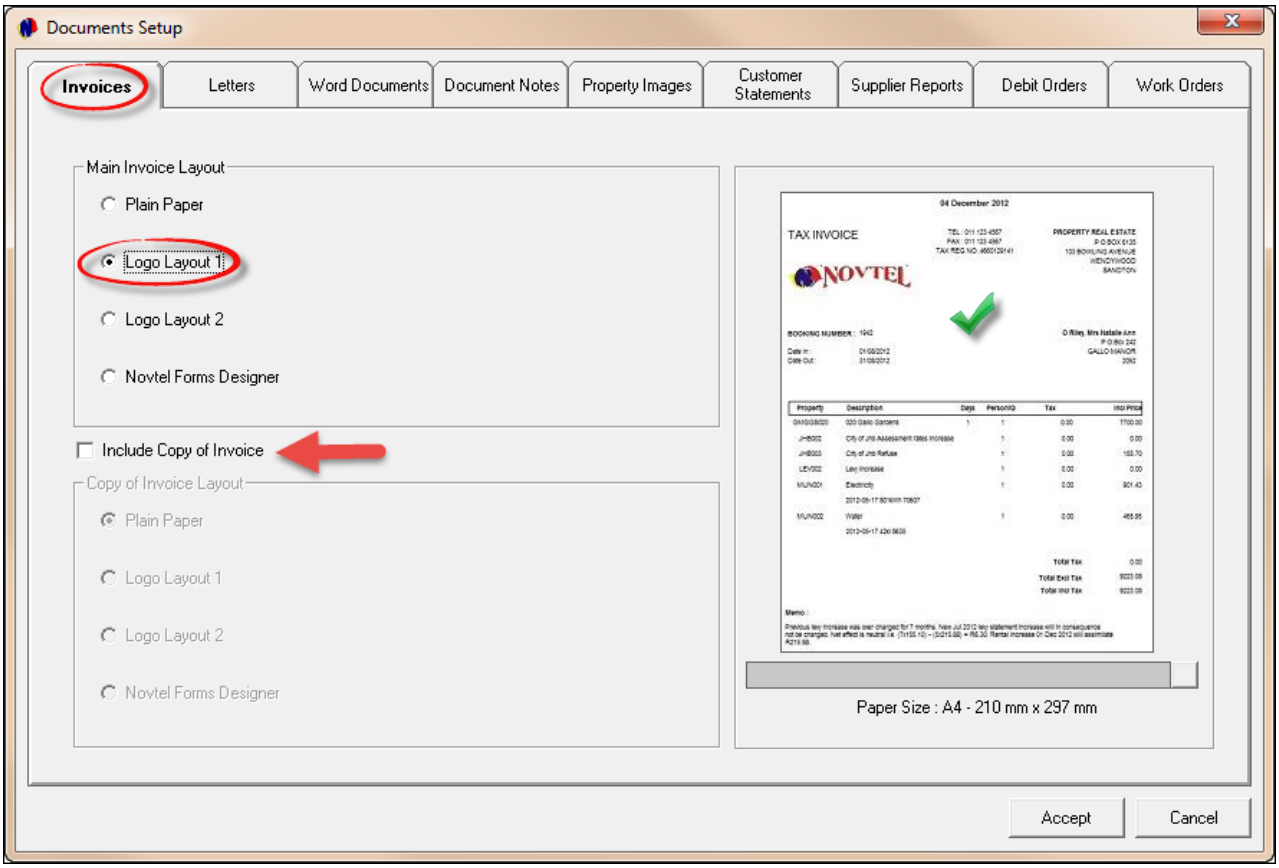
In order to setup your company's documents, you can have a look at the standard Novtel document layout for the following types of documents in "**Setup - Documents**":

➢Invoices

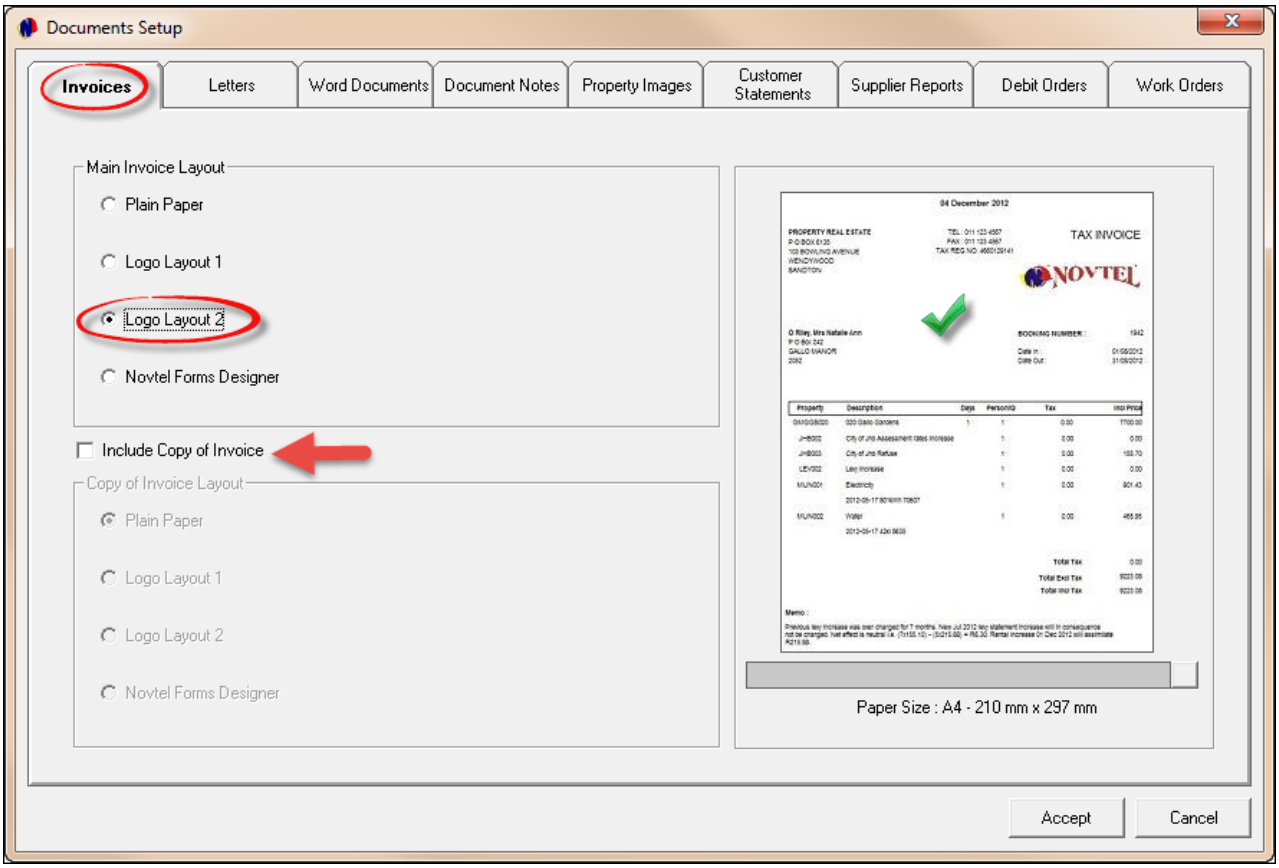
- Plain Paper



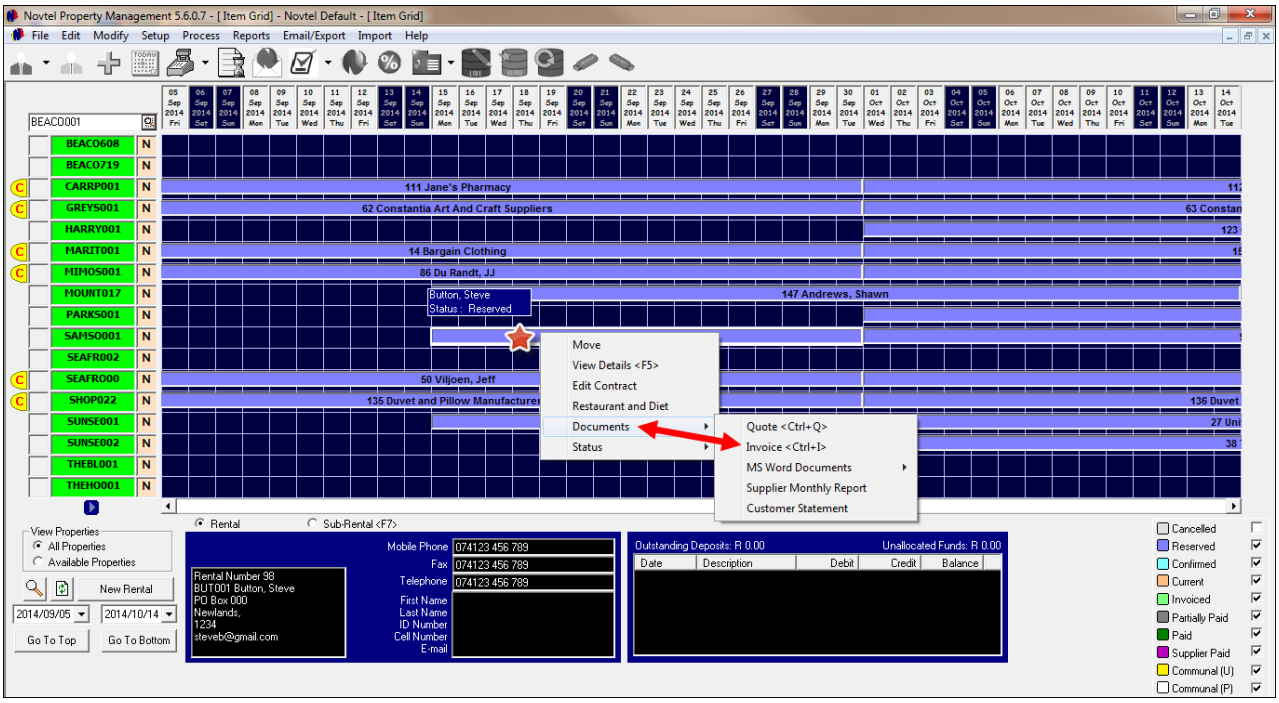
- Logo Layout 1



- Logo Layout 2



- **Novtel Forms Designer** (You can design your own documents with Novtel Forms Designer, but it is not part of this tutorial)
- Click "**Accept**" to save your preferences
- Select the "**Layout**" you prefer and also tick the check-box to "**Include the Copy of the Invoice**" - should the need for it arise. Select the "**Layout**" for the "**Copy**" - it does not have to be the same as the "**Main Invoice Layout**"
- When you right click on the booking on the grid (For Example: We want to see the invoice for Mr Button), move the mouse over "**Documents**" to display the different type of documents next to it, and click on "**Invoice**"



05 September 2014

TAX INVOICE

TEL : 0861 66 88 35
FAX : 0861 66 88 35
TAX REG NO. 1234

NOVTEL PROPERTY
UNIT 30
DIAZ OFFICE PARK
DIAZ BOULEVARD WEST
MOSSEL BAY

Button, Steve
PO Box 000
Newlands,
1234

BOOKING NUMBER: 98

Date In: 2014/09/15
Date Out: 2014/09/30

Property	Description	Days	Person\Q	Tax	Incl Price
SAMSO001	11 Sampson Street	1	1	560.00	4560.00

Total Tax	560.00
Total Excl Tax	4000.00
Total Incl Tax	4560.00
TOTAL DUE:	4560.00

➢Letters

- In the "**Letters**" Tab, you can tick the check-box to "**Use your own Letterhead**". Enter the "**Headers**" for "**General Rental Form**" and "**Confirmation of Rental**" to be displayed on the Letters
- Type the message to be displayed on "**Confirmation of Rental Letter**"

➢Word Documents

- Microsoft Word Documents fully integrates with Novtel. (To learn more on the subject, please register on Novtel's Forum in order to have access to the information)

➢Document Notes

In this tab, standard document notes can be setup to display on the following documents:

- Custom Invoice
- Provisional Invoice
- Customer Invoice
- Landlord Statement

➢Property Images

- When using a digital camera, images for the inside and outside of the property can be uploaded into Novtel

➢Customer Statements

- As with "**Invoices**", there are 3 standard layouts to choose from for your "**Customer Statements**", and a message can be setup in order to display on "**Statements**"

➢Supplier Reports

- Select the layout for "**Supplier Reports**"

➢Debit Orders

- Novtel offers a full "**Debit Order**" System

➢Work Orders

- Select one of four Standard layouts for "**Work Orders**". (More information on "**Work Orders**" discussed in Step 12 - Maintenance)

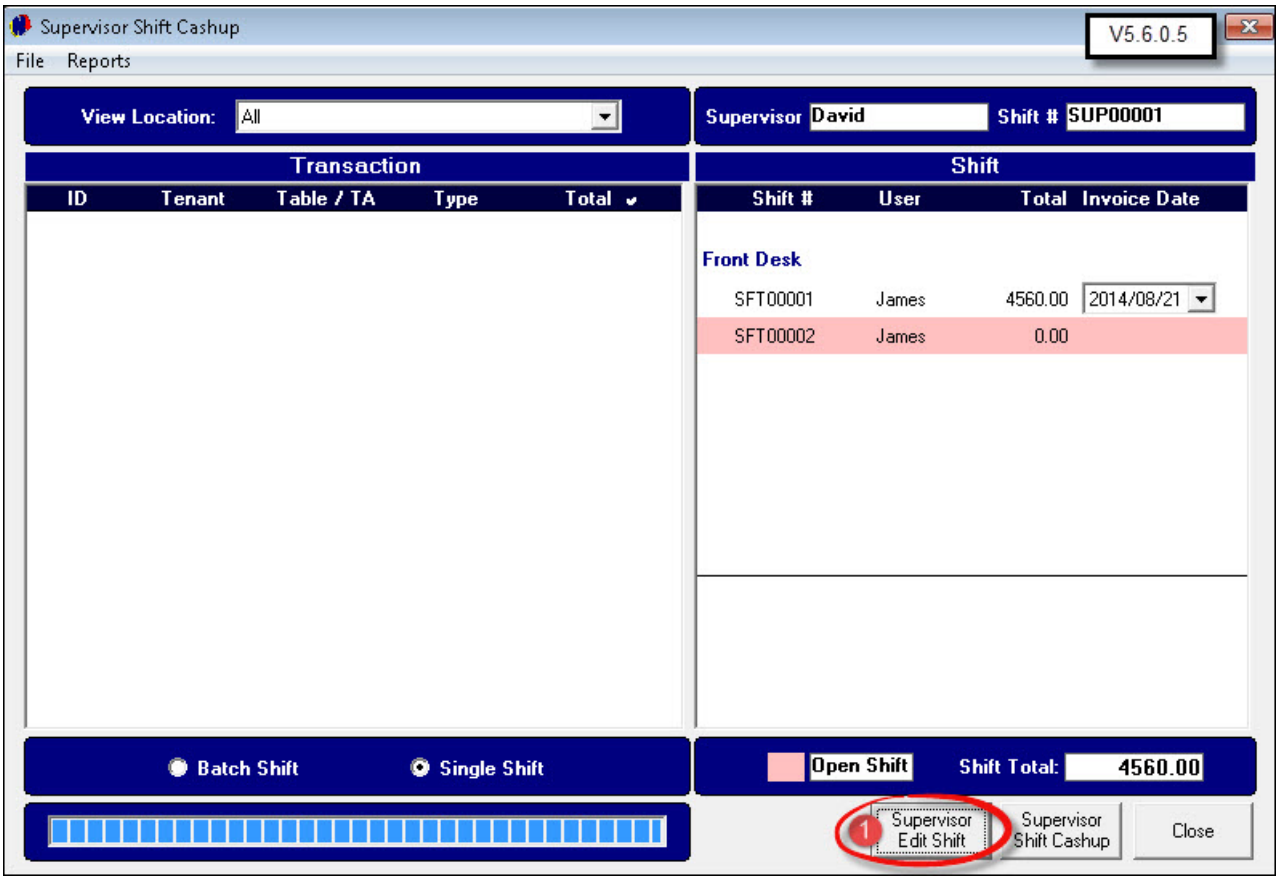
© 2014

13 Step 11 - How to Receive Payments

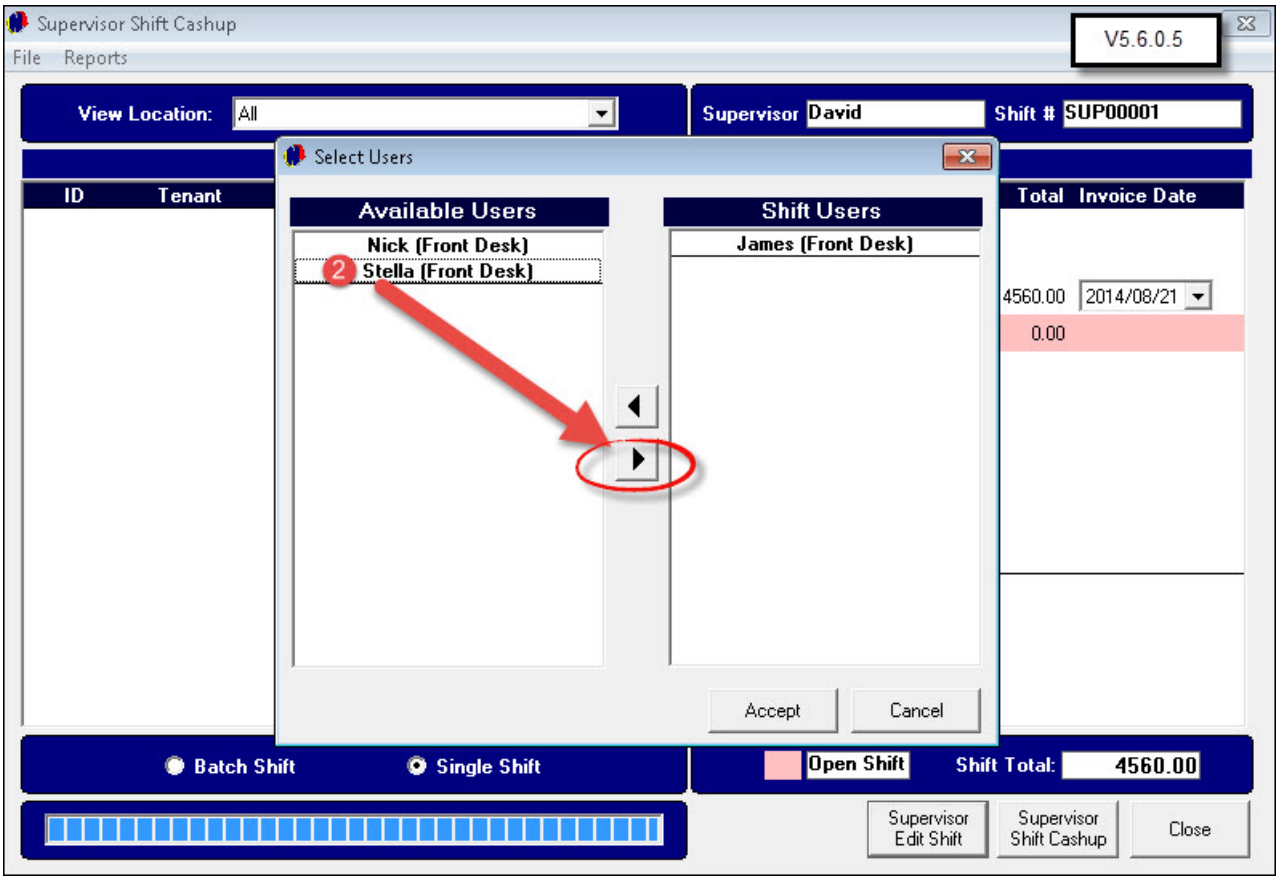
- It is important to know that transactions can only be done when the Supervisor has opened a shift for the User on duty. Novtel Property Management incorporates an entire shift opening and cash-up procedure function. What this means, is that the cash-up supervisor will log on using his/her password, and open shifts for each of the other users for each day. The receptionist, for example, may then log on and do transactions throughout the day and at the end of the day, the money she has received must correspond with the transactions done in Novtel. The supervisor then double checks that the money count is correct.
- You may even have different supervisors, supervising different sections of your business. Each supervisor then has his/her allocated users reporting to them. You may have an unlimited amount of users reporting to a supervisor
- Once you have created your cash-up supervisor (see "**Company Settings - Users / Passwords**"), you will need to log on as the supervisor and open the shift

➢How to open a shift:

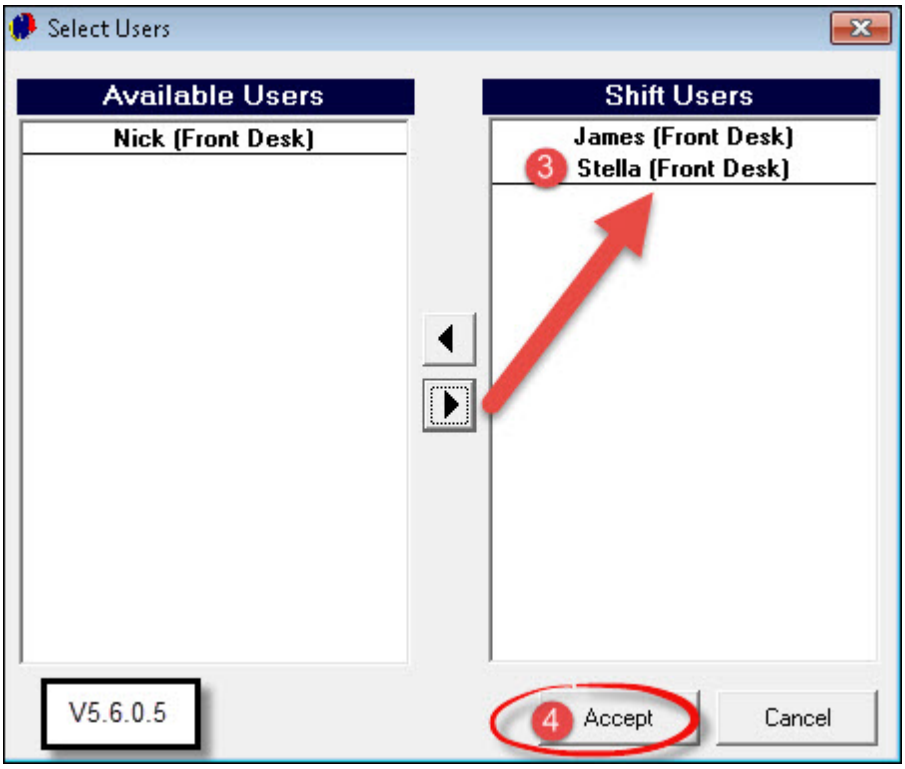
- Click on "**Supervisor Edit Shift**"



- Select the User whose shift is to be opened and click on the arrow pointing to the right



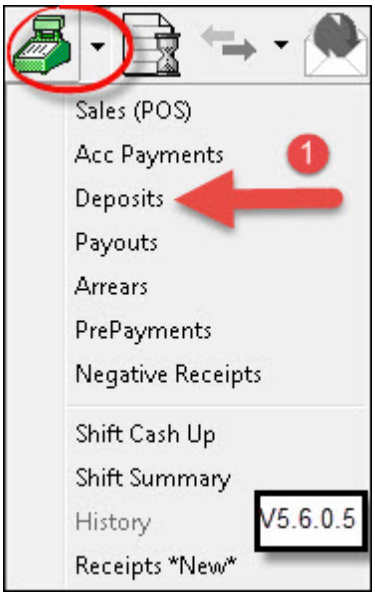
- The User will now be in the right hand block



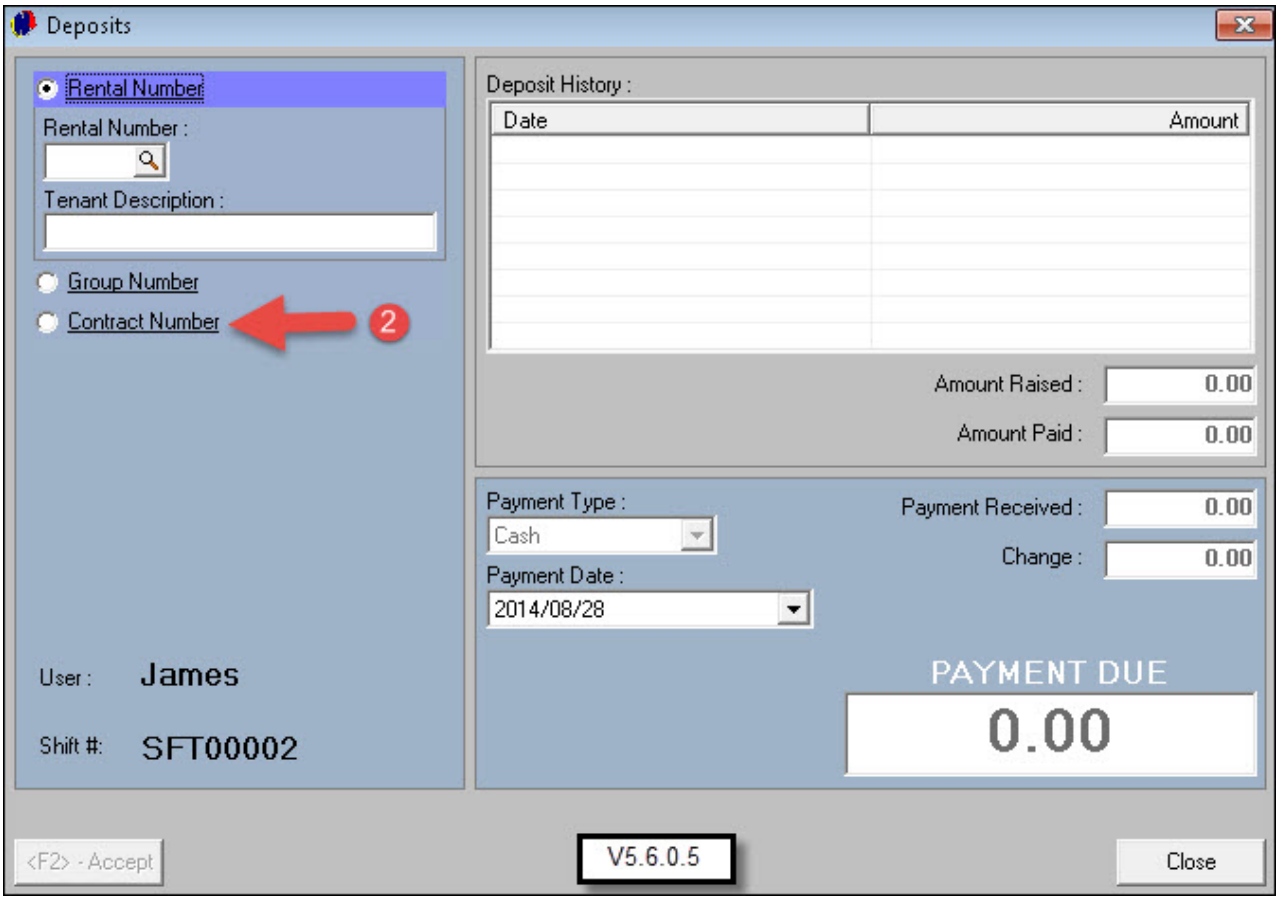
- Click "**Accept**"; close the window and the User can Log On for his/her shift

➢How to Receive a Deposit:

- Click on the arrow next to the POS Icon, and select "**Deposits**"

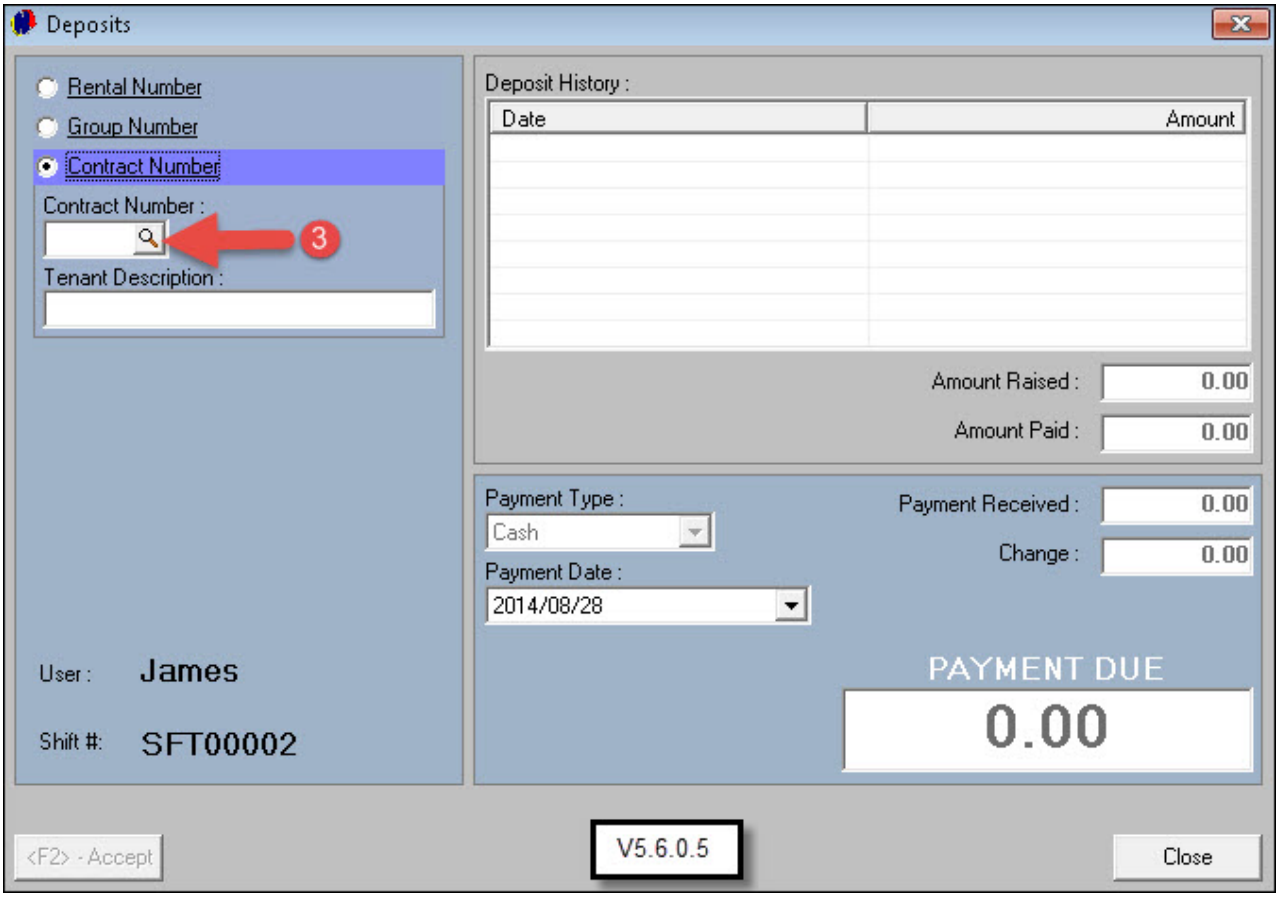


- For Contacts you need to select the "**Contact Number**" Option

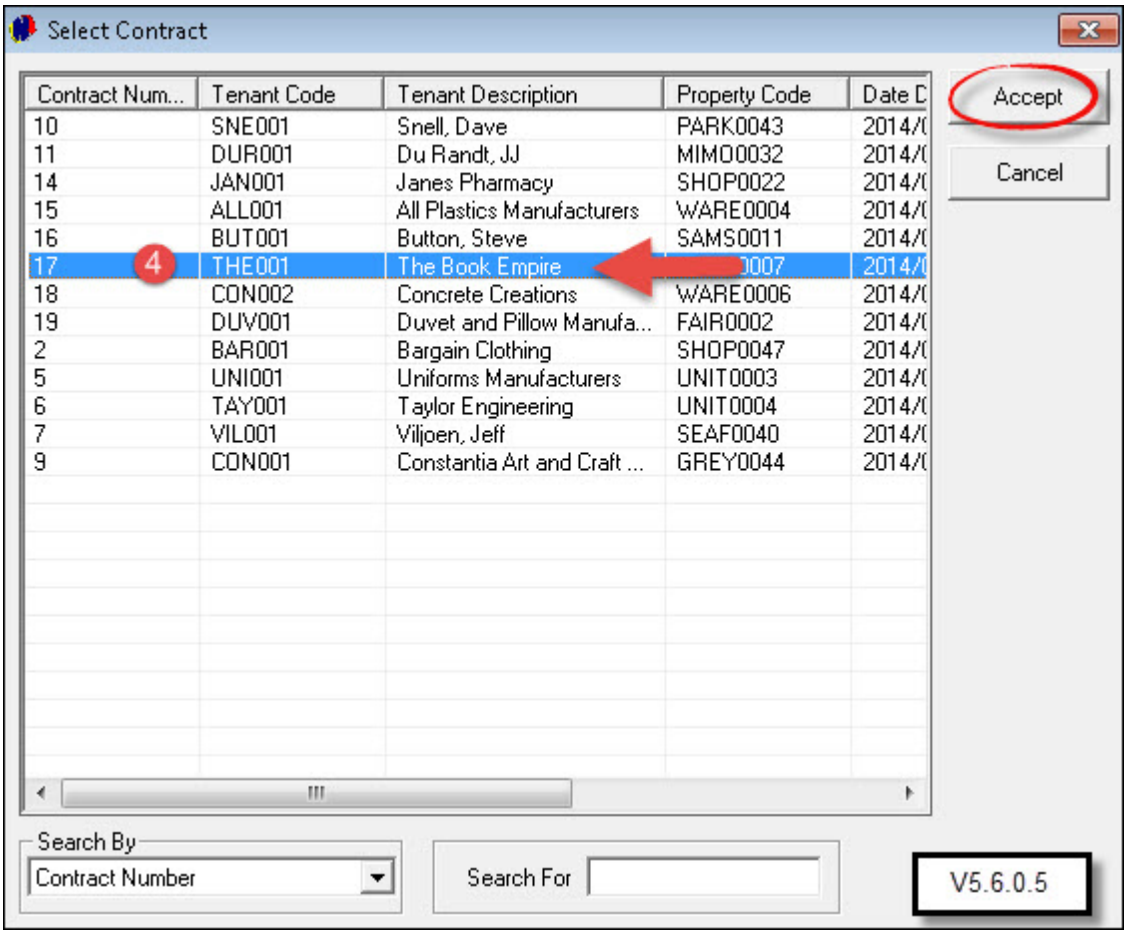


Please note that when a deposit was raised, you entered a date when the deposit was due. If you did not enter the date, the window will be blank in the following screen for the particular "**Contract Number**"

- Now click on the magnifying glass next to the "**Contact Number**"

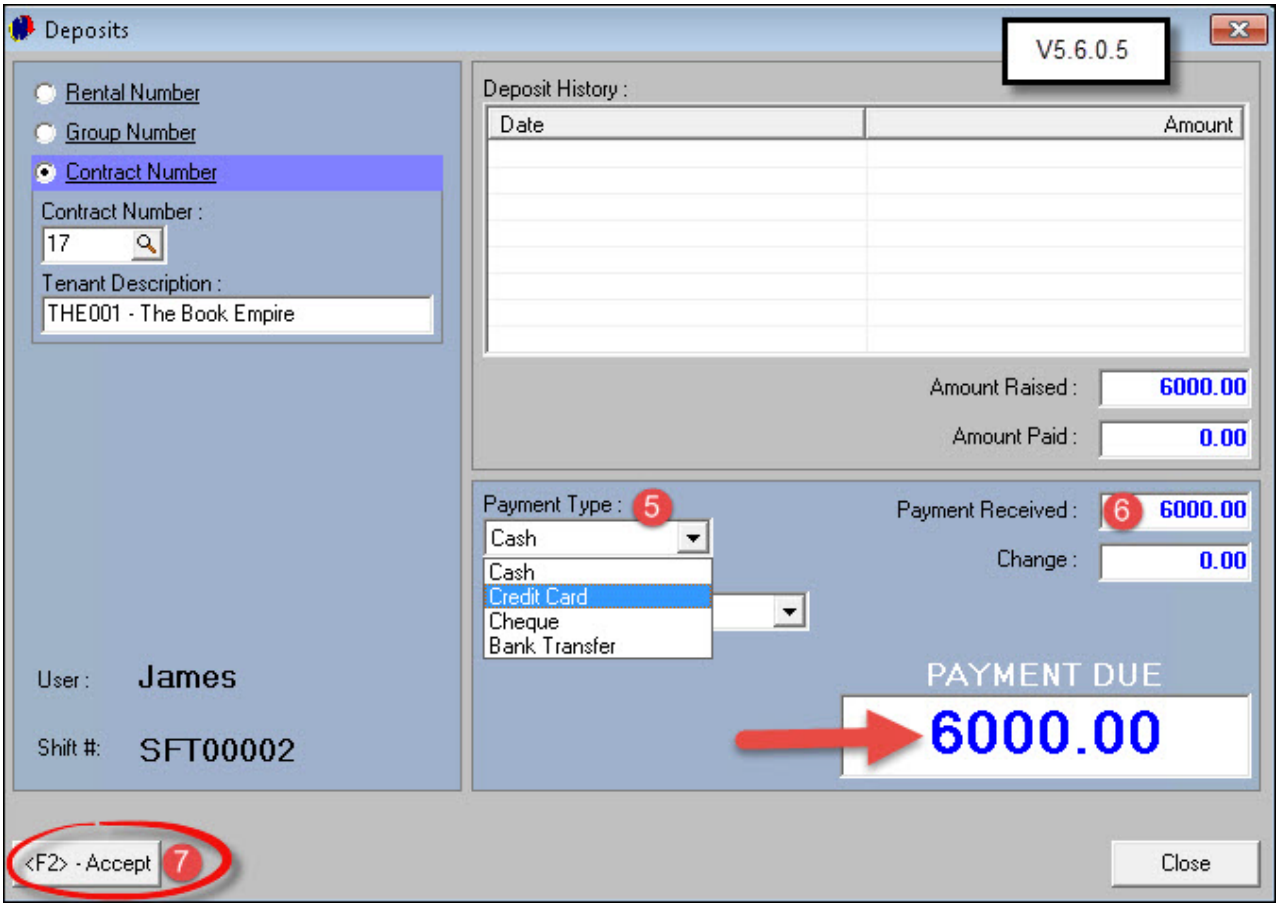


- Select the applicable Tenant who will be paying the deposit, and click "**Accept**"



- Select the "**Payment Type**":

- Cash
- Credit Card (Enter the Credit Card Number and Type of Card - Visa, Master Card, American Express, Diners Club)
- Cheque (Enter Cheque Number)
- Bank Transfer (Enter Bank Account Number and Bank Type)

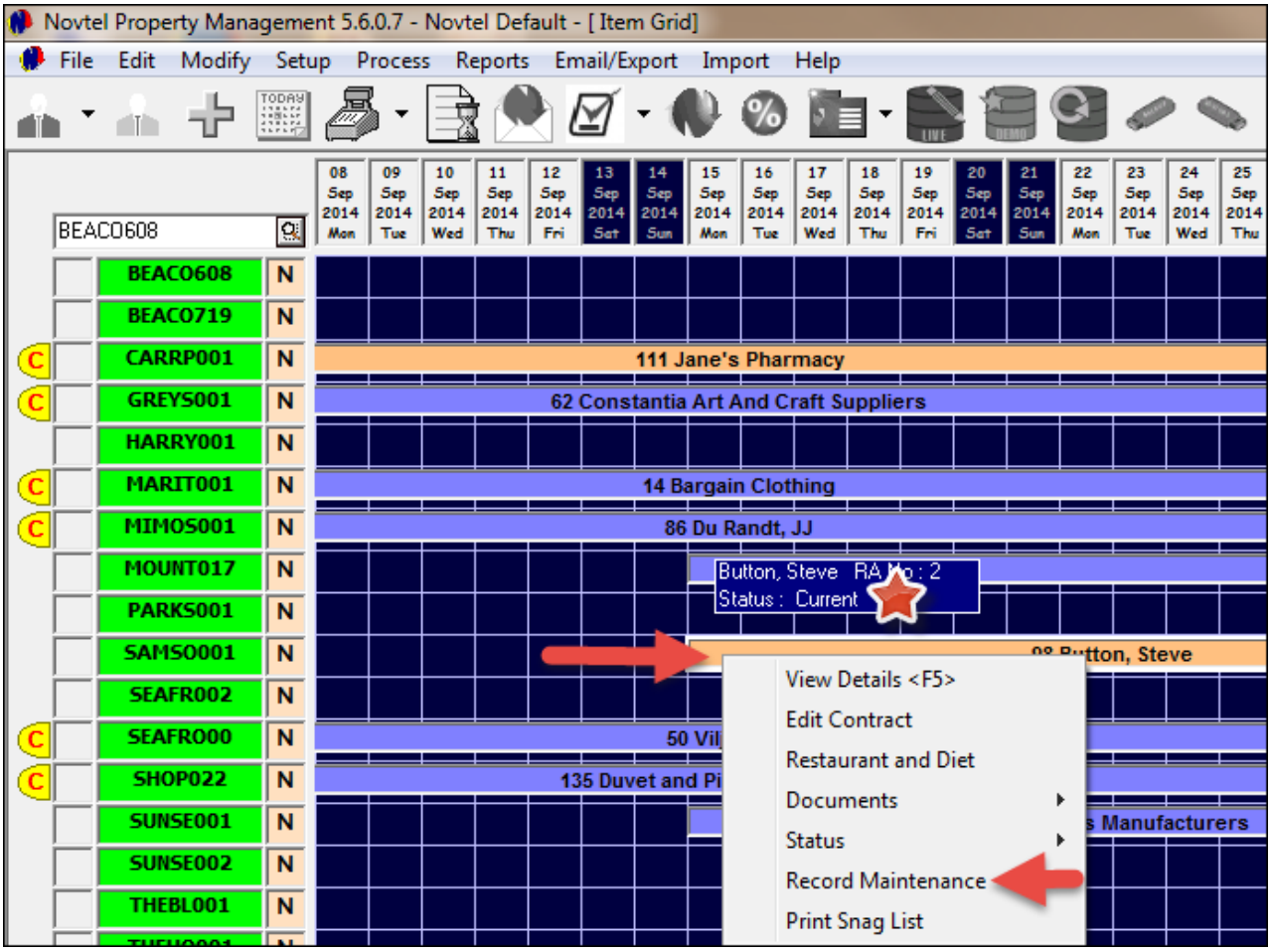


- Enter the "**Payment Received**" amount - It should be the same than the "**Payment Due**" amount. Click "**Accept**" and then "**OK**"

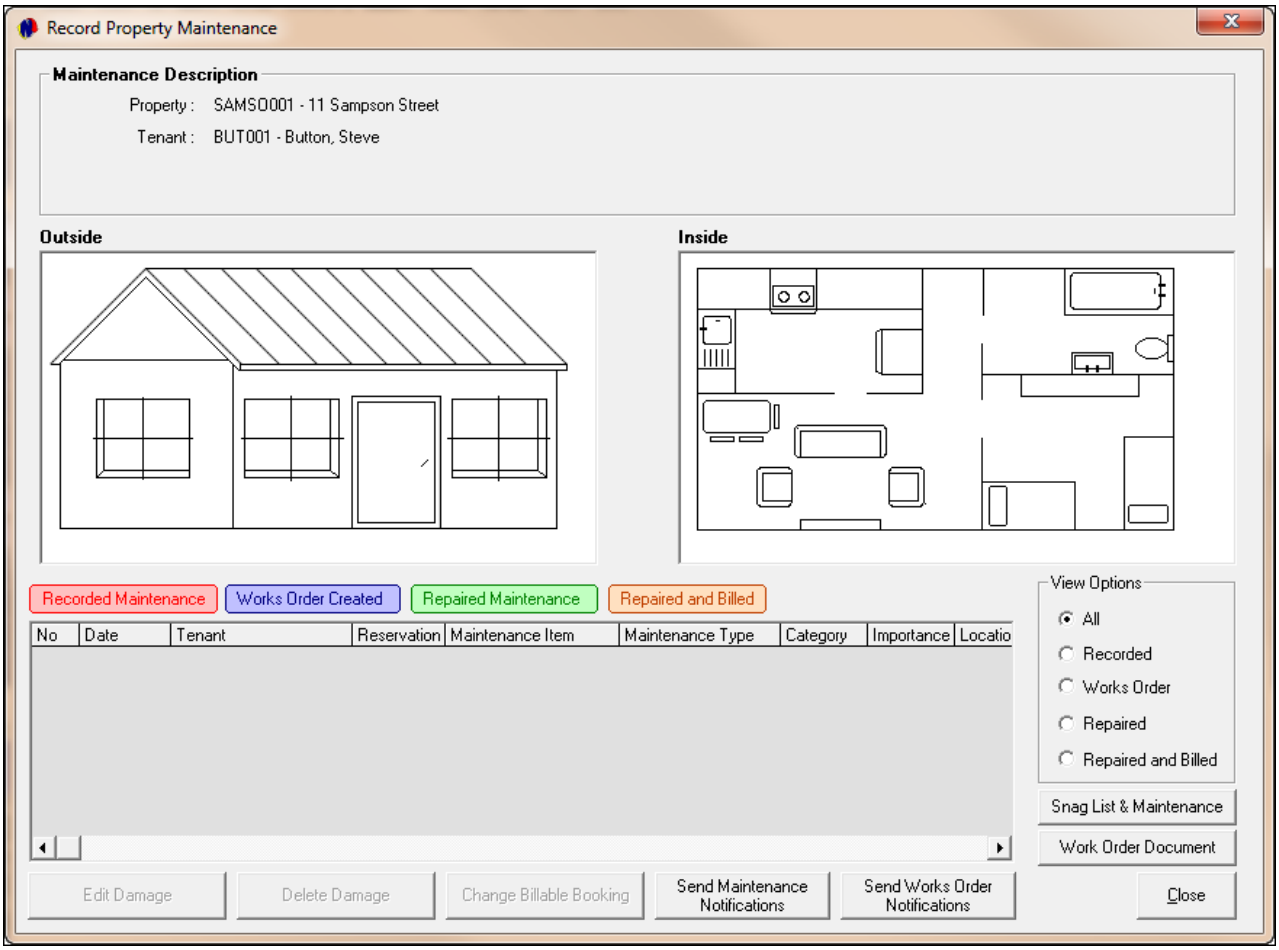
14 Step 12 - Maintenance

Any maintenance to be done on properties can be recorded directly on the Grid. It is important to remember that maintenance can ONLY be recorded when a property's status is on "**Current**"

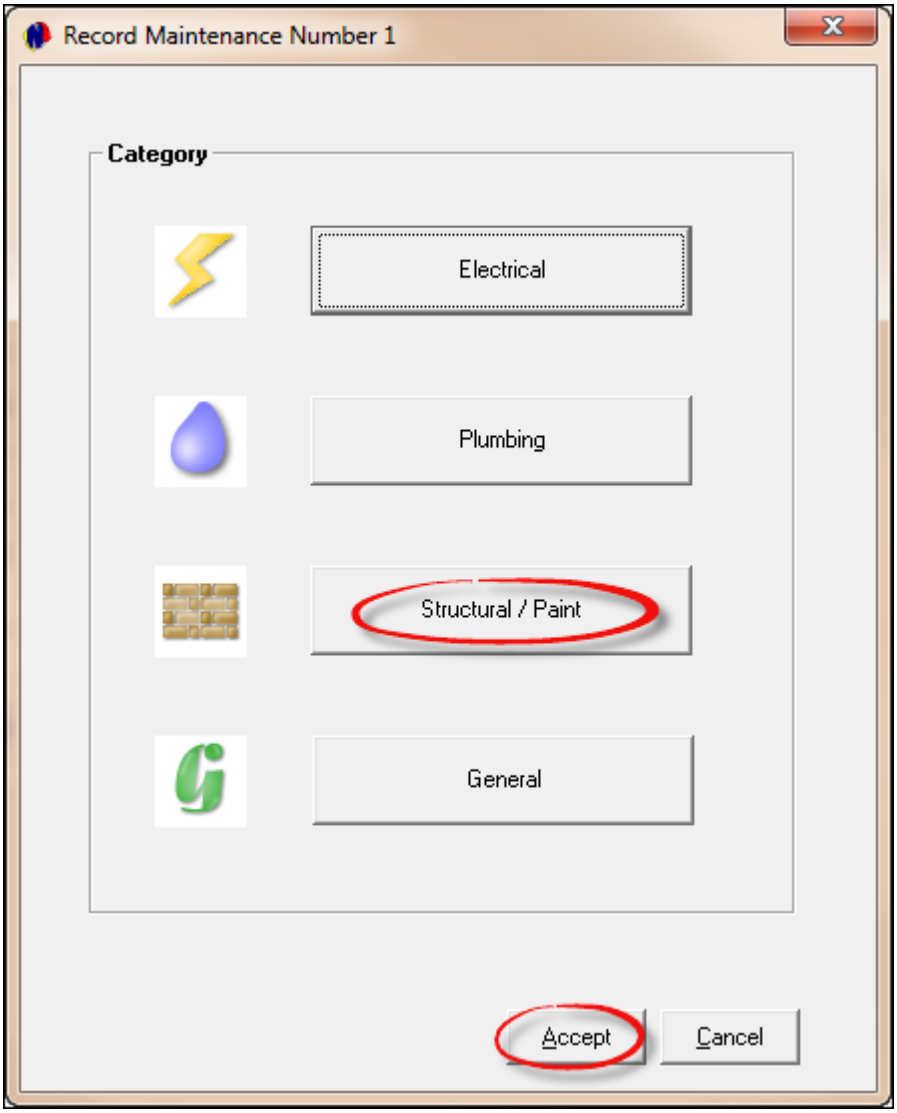
➢ Right click on the property and select "**Record Maintenance**"



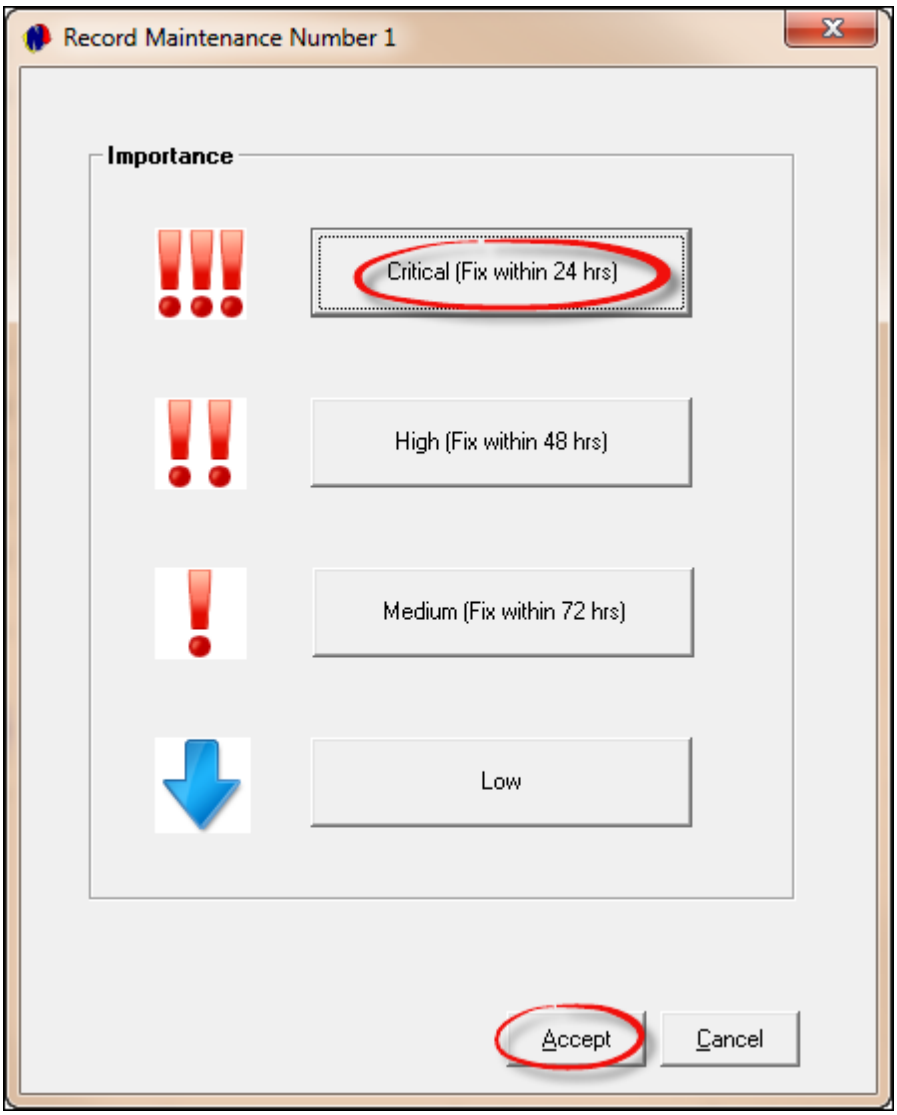
➢ On the diagram of the house, click on the part of the house where maintenance is needed (Roof / Bathroom / Kitchen,etc)



➢ We will record maintenance on the roof, therefor the category for maintenance will be "**Structural**". Click "**Accept**"



➢ Click on the Importance Level for the maintenance, and click "**Accept**"



➢ Select the "**Method of Billing**"

- Direct Method (Select if the work will be done by "Internal" personnel, and no quotes are needed)
- Works Order Method (Awaiting 5 quotes by "External" Service Providers for the repairs)

➢ Select the "**Maintenance Item**" by clicking on the magnifying glass and double click on the item to select it (In this case for the demo - the roof). Creating the Maintenance Items are done in "**Edit - Maintenance Item**"

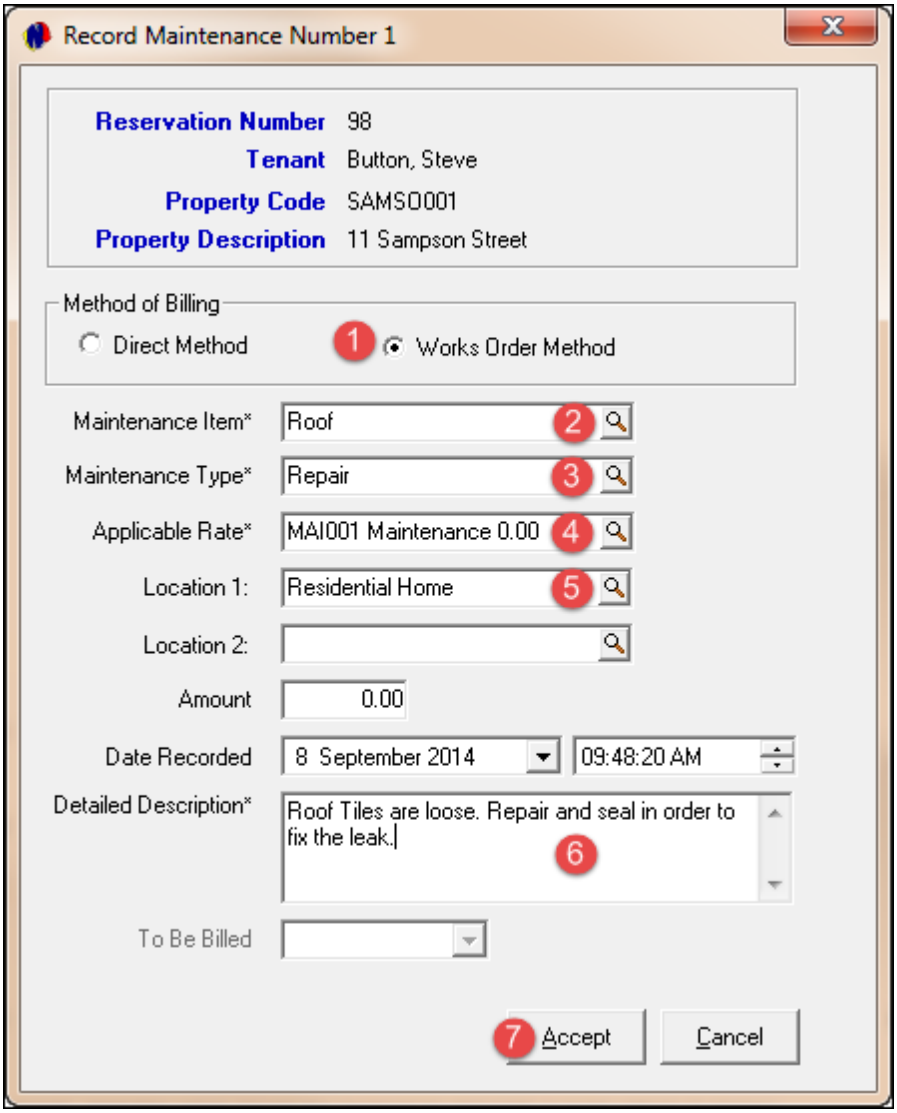
➢ Enter the "**Maintenance Type**". (In this case for the demo - "**Repaired**"). Creating the Maintenance Type is done in "**Edit - Maintenance Type**"

➢ Select the "**Applicable Rate**". (In this case MAI001 - Maintenance)

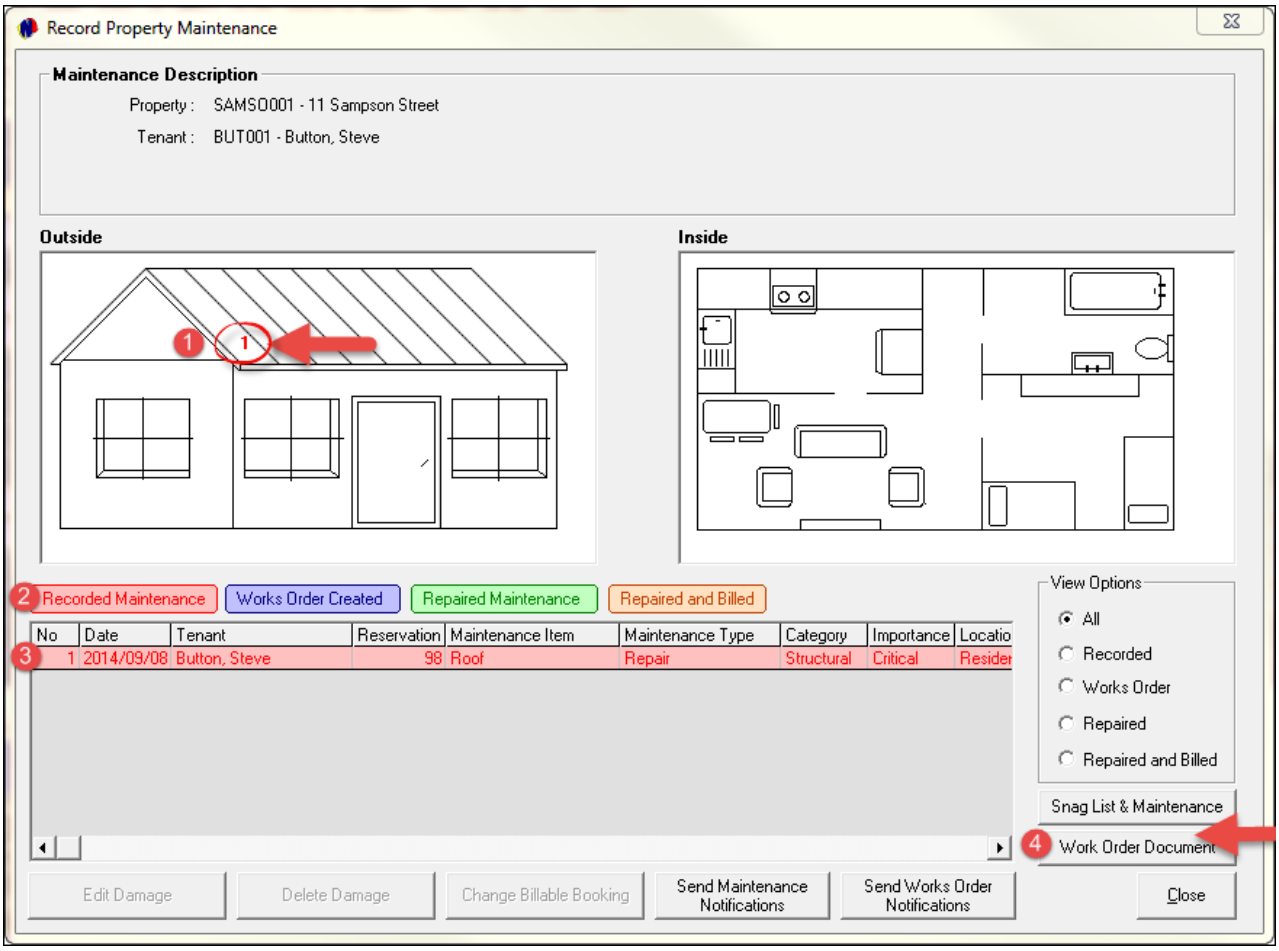
➢ Enter the "**Location**" by clicking on the magnifying glass and double click on the "**Location**" to select it (Setup done in "**Edit - Maintenance - Location**")

- "Location 1" can refer to - in the case of a block of flats - First Floor, Number 7
- "Location 2" could be Air-con: Serial number 222555888

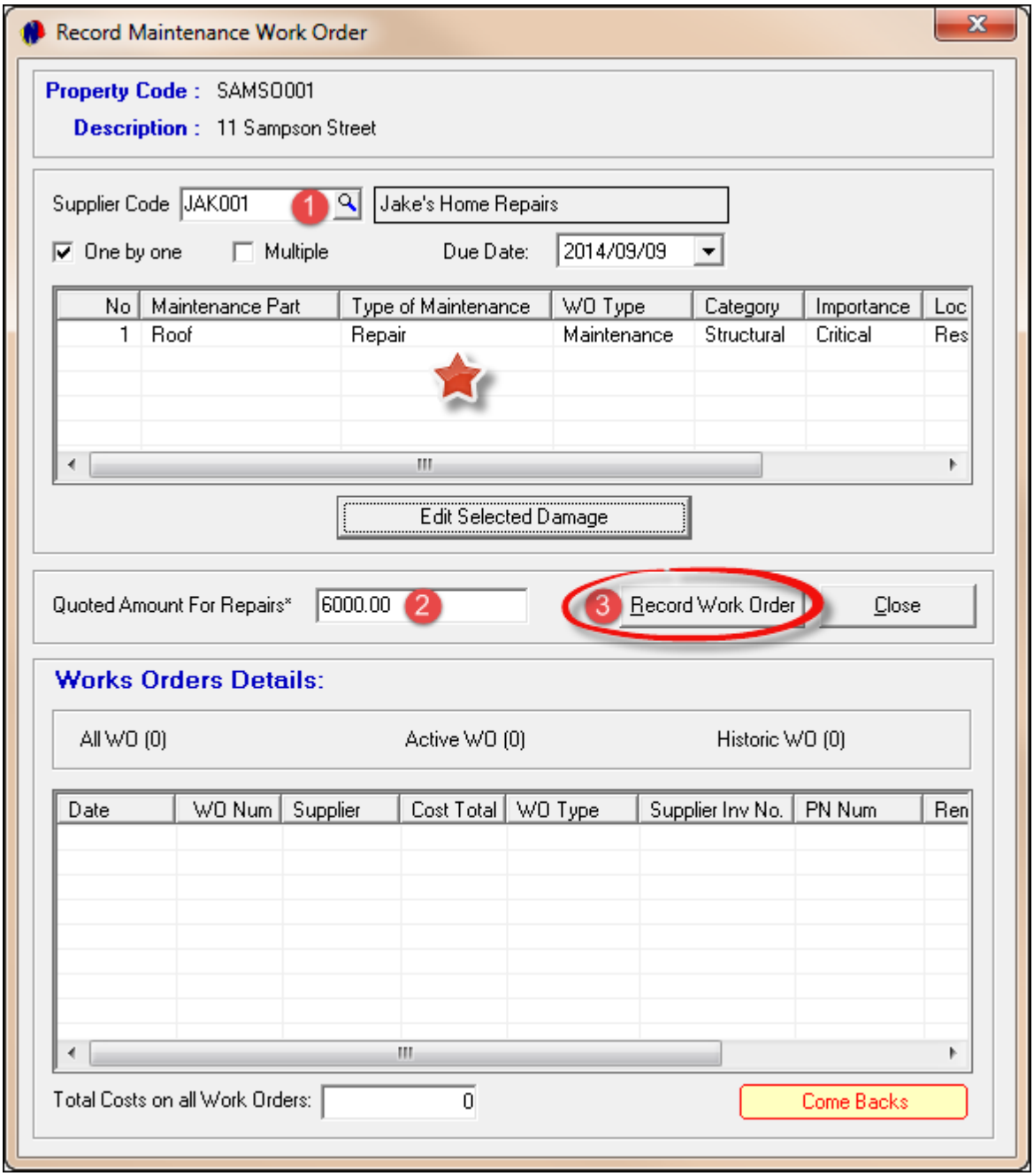
- Select the "**Amount**" for the maintenance (This will be the amount quoted by the contractor doing the maintenance, when the quote is accepted). In the "**Detailed Description**" field, enter what needs to be done (For Example: Loose Tiles must be fixed; broken tiles replaced, and the area must be sealed to prevent a leak when it rains)



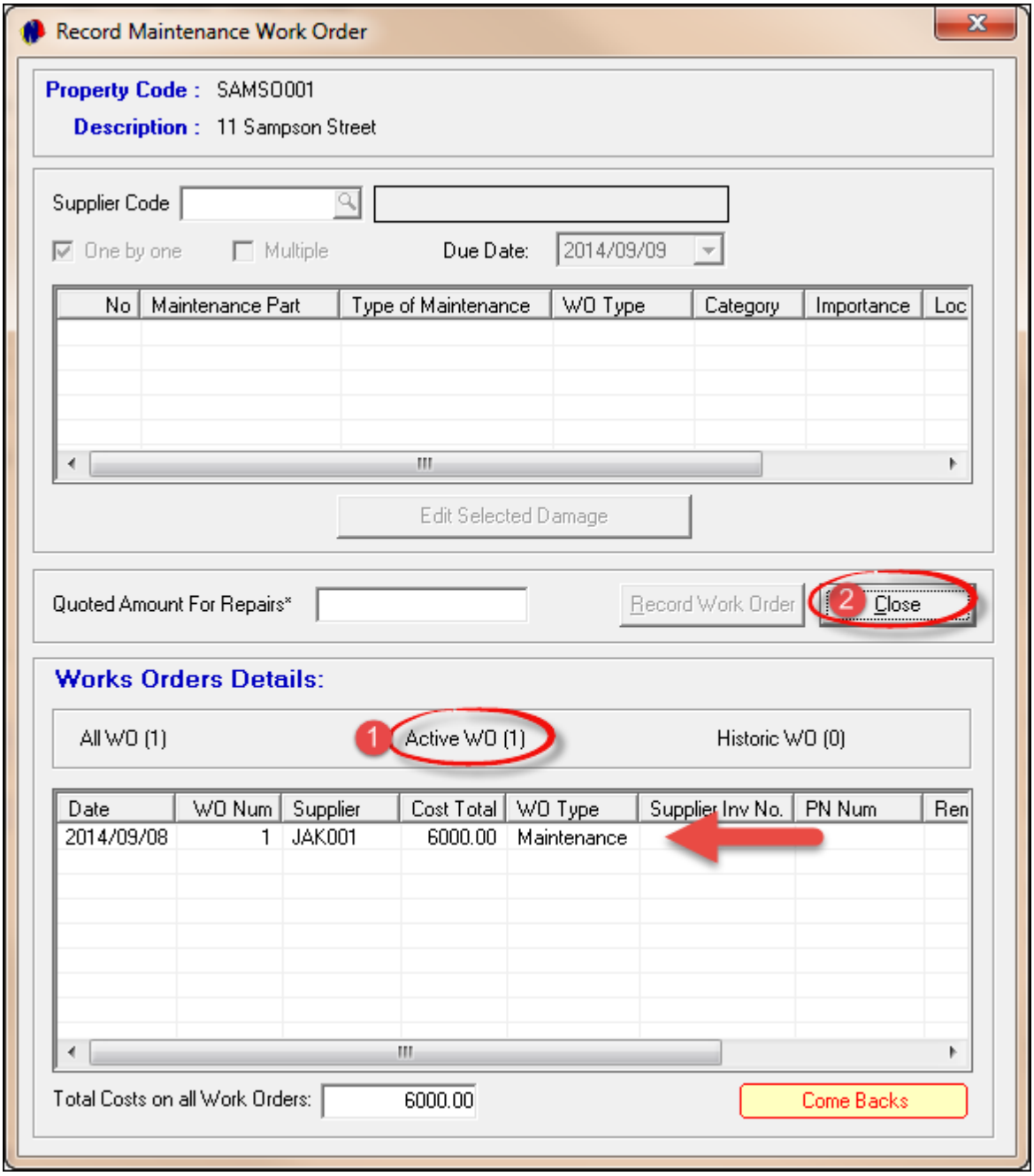
- "**To be Billed**" will be inaccessible if you have chosen "**Work Order Method**"
- Click "**Accept**". On the Roof you can see a number - that number represents the maintenance in numeric form done on the property
- The color for "**Maintenance Details**" are the same as the "**Recorded Maintenance**" Tab
- Now select "**Work Order Document**"



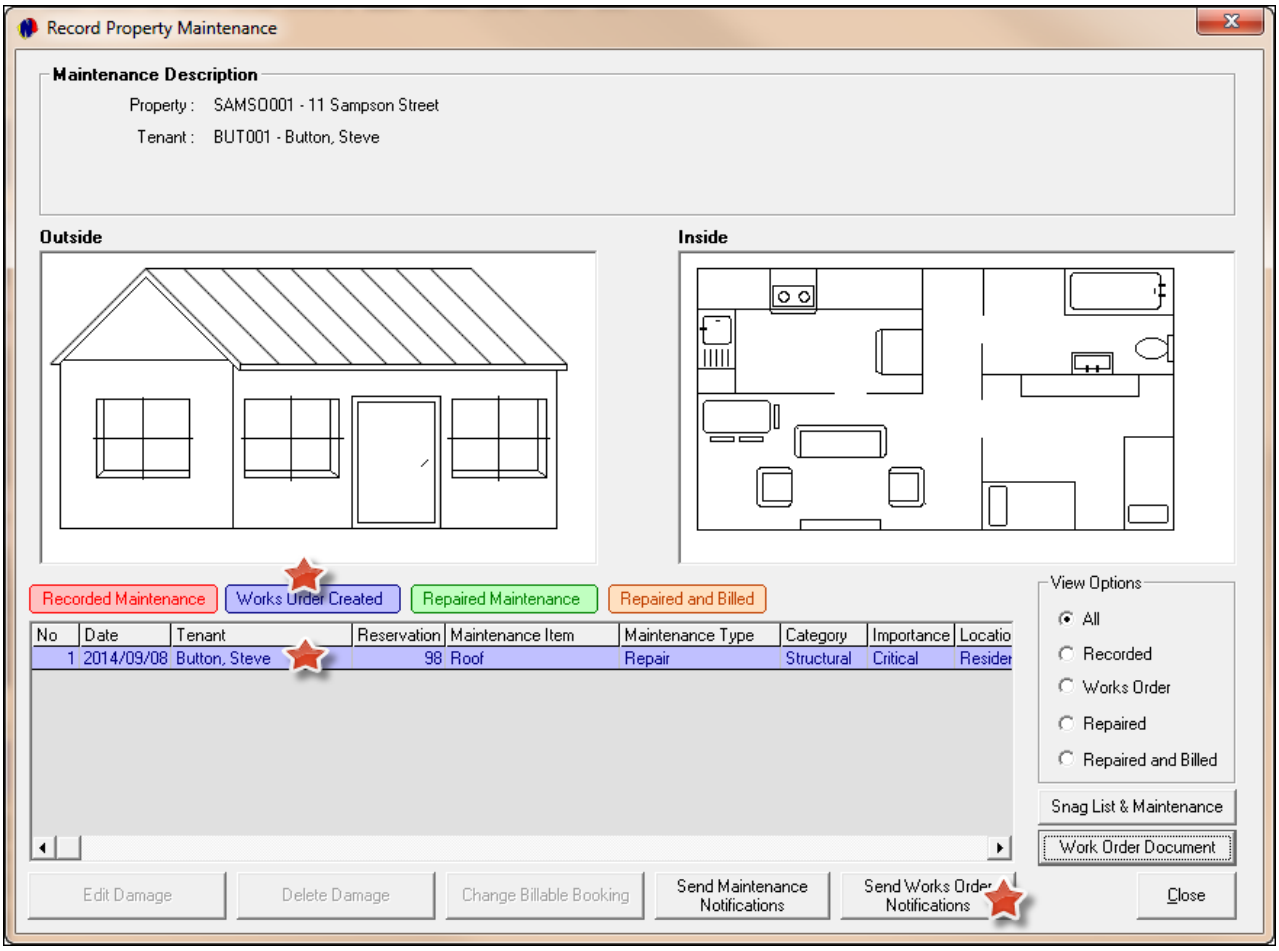
- Click on the magnifying glass to select the "**Supplier Code**" (The contractor that will do the maintenance). The "**Due Date**" will automatically be inserted, since we have selected the "**Importance**" tab to "**Fix within 24 hours**"
- Enter the "**Quoted amount for repairs**", and click on "**Record Work Order**"



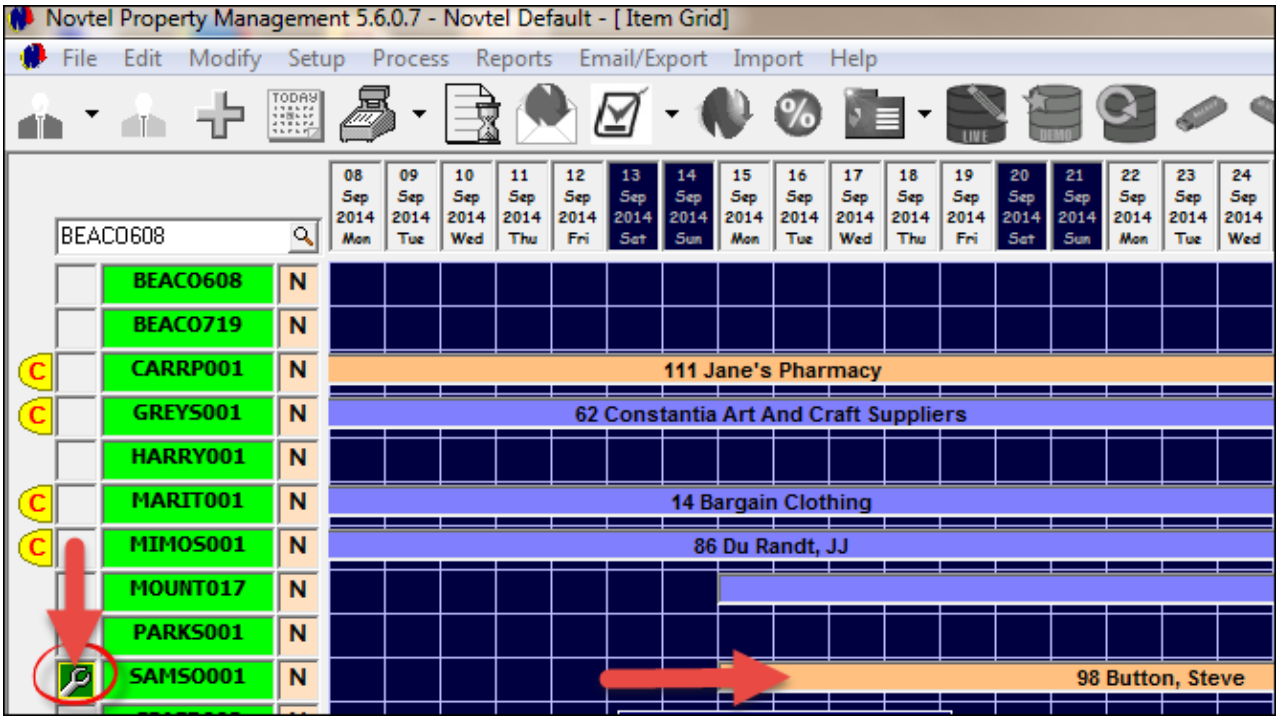
- See how the "**Work Order**" has been processed and is now "**Active**". Click "**Close**" to exit this window.



- Notice how the color of the maintenance has changed to the color of the "**Works Order Created**" Tab. Click on "**Send Work Order Notifications**" to alert the "**Building Manager**" of the "**Work Order**"
- When all maintenance to be done are created, click on "**Close**"



- When you return to the Grid and the system has been "**Refreshed**", you will notice a green "**Spanner**" in front of the property where maintenance has been recorded. It will stay green as long as it falls within the allowed 24 hours allocated for the job to be done. As soon as the 24 hours expire and maintenance has not been finalized, the "**Spanner**" will turn red



15 Step 13 - Reports

The are 81 "**Reports**" in total in Novtel Property Management. Please have a look in the main menu under "**Reports**" for the full spectrum of options. Due to the vast variety of reports, we will only show you a few:

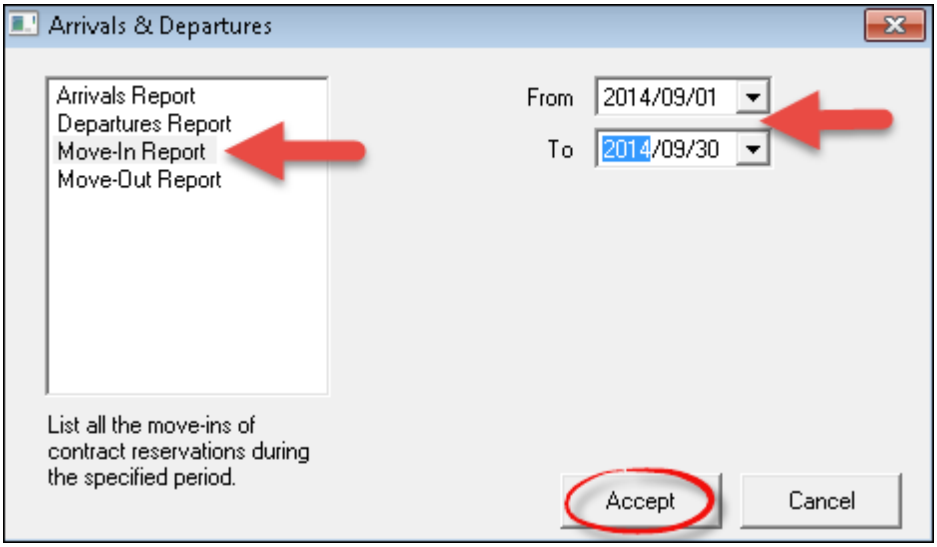
➢Arrivals and Departures

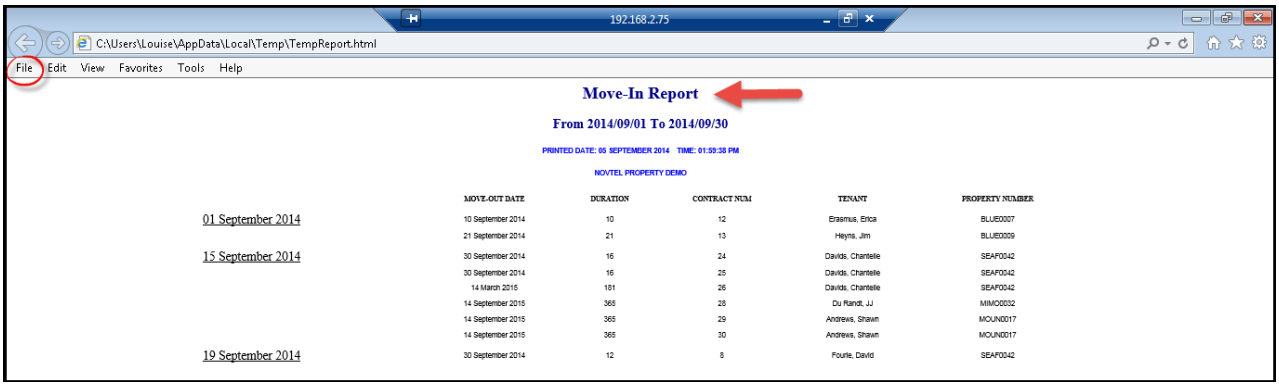
There are different options to choose from in this main screen:

- Arrivals Report
- Departures Report
- Move-In Report
- Move Out Report

We will use the "**Move-In Report**" option to demonstrate how all four of them basically works:

- Select the dates for the report to be viewed - in this case we have selected the month of September
- Click "**Accept**" to display the report in a HTML Format
- If you need to print the report, click on "**File - Print**"

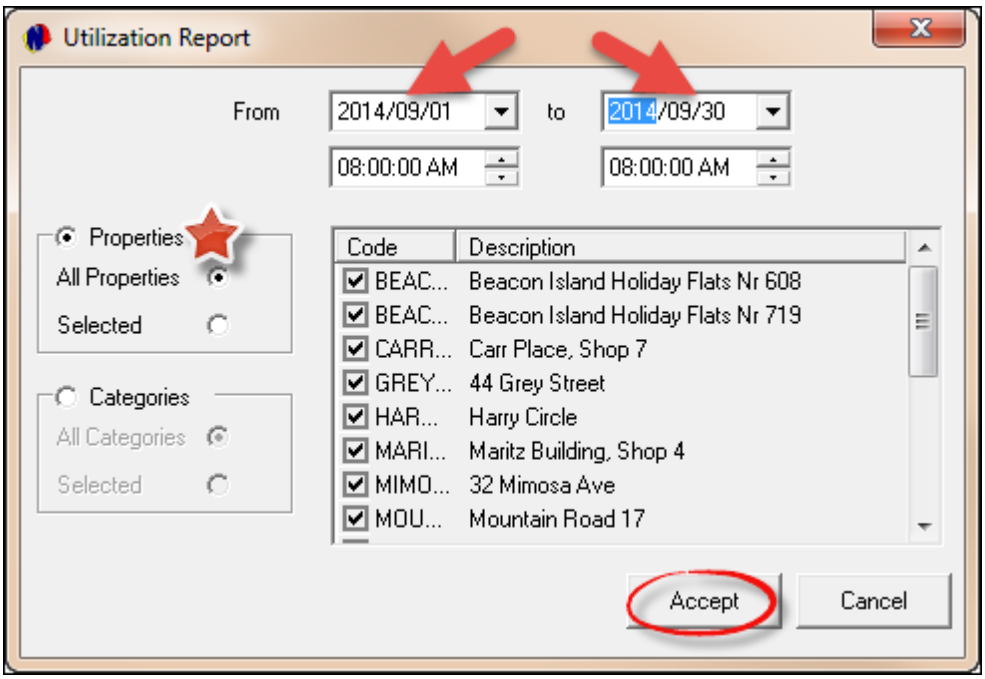


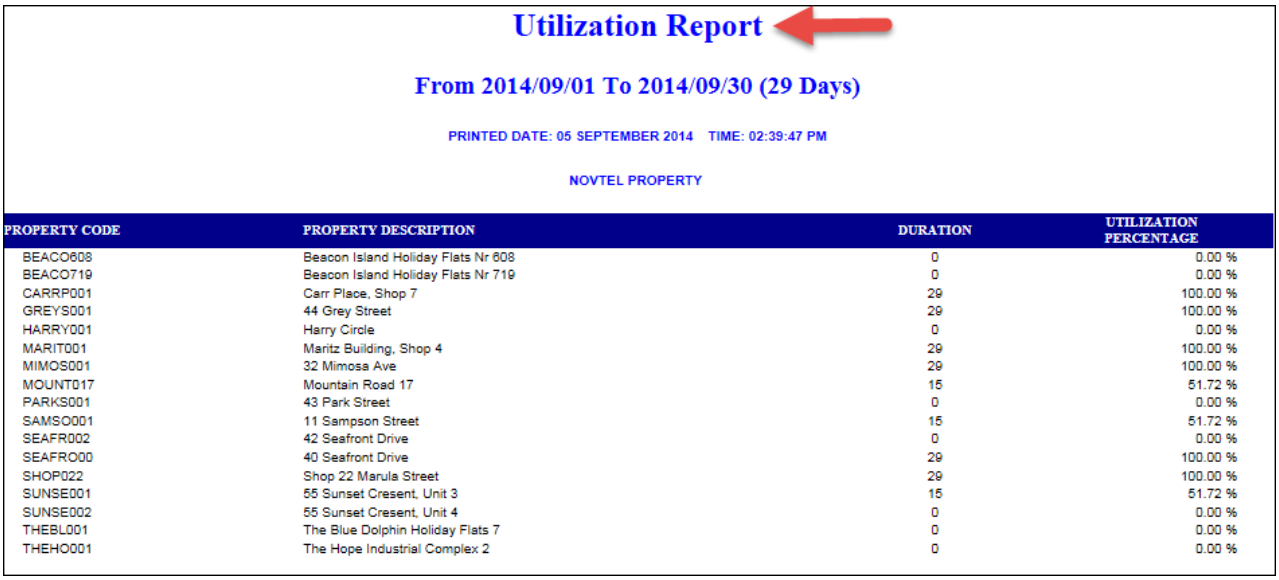


➢Utilization Report

This report will show percentage wise, how well the properties are utilized for the date range selected

- In the "**Properties**" field, select "**All Properties**"
- Click "**Accept**"
- To print the report, click on "**File - Print**"





Utilization Report

From 2014/09/01 To 2014/09/30 (29 Days)

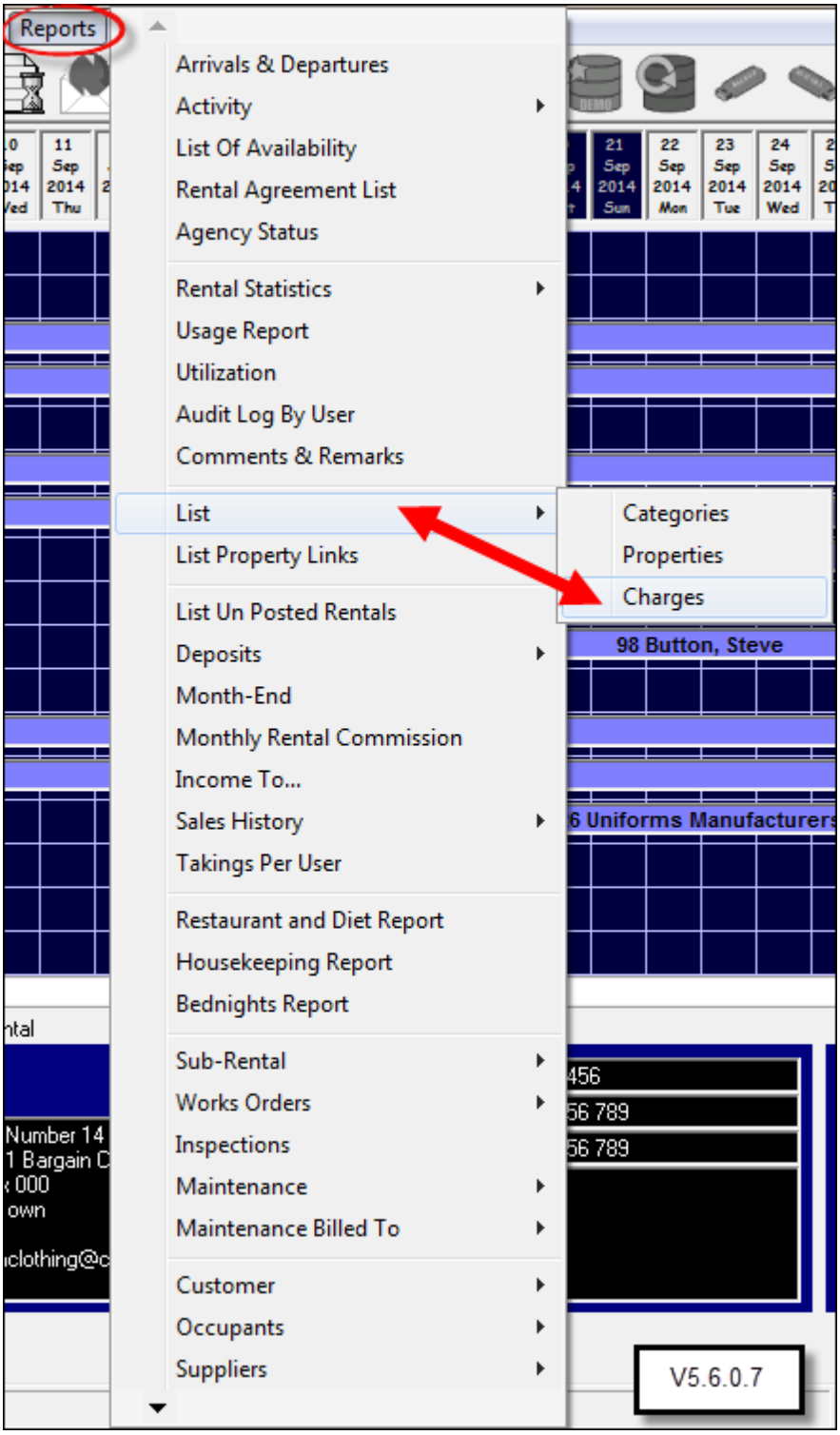
PRINTED DATE: 05 SEPTEMBER 2014 TIME: 02:39:47 PM

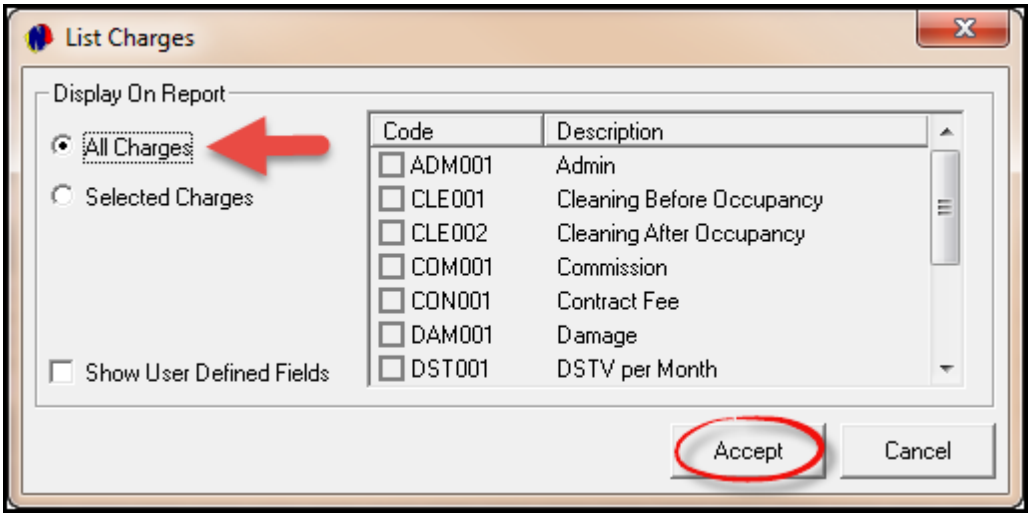
NOVTEL PROPERTY

PROPERTY CODE	PROPERTY DESCRIPTION	DURATION	UTILIZATION PERCENTAGE
BEACO608	Beacon Island Holiday Flats Nr 608	0	0.00 %
BEACO719	Beacon Island Holiday Flats Nr 719	0	0.00 %
CARRP001	Carr Place, Shop 7	29	100.00 %
GREYS001	44 Grey Street	29	100.00 %
HARRY001	Harry Circle	0	0.00 %
MARIT001	Maritz Building, Shop 4	29	100.00 %
MIMOS001	32 Mimosa Ave	29	100.00 %
MOUNT017	Mountain Road 17	15	51.72 %
PARKS001	43 Park Street	0	0.00 %
SAMSO001	11 Sampson Street	15	51.72 %
SEAFR002	42 Seafront Drive	0	0.00 %
SEAFRO00	40 Seafront Drive	29	100.00 %
SHOP022	Shop 22 Marula Street	29	100.00 %
SUNSE001	55 Sunset Cresent, Unit 3	15	51.72 %
SUNSE002	55 Sunset Cresent, Unit 4	0	0.00 %
THEBL001	The Blue Dolphin Holiday Flats 7	0	0.00 %
THEHO001	The Hope Industrial Complex 2	0	0.00 %

➢List Charges

- In order to list the company's charges on one report, click on "**Reports - List - Charges**"
- Either select "**All Charges**" to display every charge created, or "**Selected Charges**". When you choose the latter option, select the specific charges to be viewed, by ticking the check-boxes next to it, and click "**Accept**"





List Charges

PRINTED DATE: 08 September 2014 TIME: 08:16:42 AM

NOVTEL PROPERTY

CODE	DESCRIPTION	RATE	ALLOW TAX
ADM001	Admin	150.00	YES
CLE001	Cleaning Before Occupancy	150.00	YES
CLE002	Cleaning After Occupancy	150.00	YES
COM001	Commission	0.00	YES
CON001	Contract Fee	600.00	YES
DAM001	Damage	0.00	YES
DST001	DSTV per Month	600.00	YES
DST002	DSTV per Day	50.00	YES
LOW001	Low Season	400.00	YES
MID001	Mid Season	600.00	YES
MUN001	Municipal Charges	500.00	YES
TEST01	test season	200.00	YES

NUMBER OF CHARGES : 12

➢Supplier List

To print a complete list of all the "**Suppliers**", click on "**Reports - Suppliers - List All**"

LIST ALL SUPPLIERS

Date and Time Report printed : 2014/09/08 08:26:59 AM

Novtel Property

Number	Description	Tel	Cell	Fax	Email
ANT001	Anton's Painters				
BLA001	Black, Vernon	077 123 456 789	077 123 456 789	077 123 456 789	vblack@hotmail.com
CAR001	Stan Carr	086 123 456 789	086 123 456 789	086 123 456 789	scarr@telkomsa.net
ESP001	Werner Espin	078 123 456 789	078 123 456 789	078 123 456 789	werner.e@telkomsa.net
FRA001	Douglas Franklin	082 123 456 789	082 123 456 789	082 123 456 789	dougfranklin@hotmail.com
FRE001	Fred's Electrical	083 123 456 789	083 123 456 789	083 123 456 789	fred@electrical.co.za
GAR001	Garden Services	0812 123 456 789	0812 123 456 789	0812 123 456 789	garden@services.co.za
JAK001	Jake's Home Repairs	083 123 456 789	083 123 456 789	083 123 456 789	jake@repairs.co.za
LAN001	Robert Lang	088 123 456 789	088 123 456 789	088 123 456 789	robertlang@gmail.com
MAL001	James Malan	077 123 456 789	077 123 456 789	077 123 456 789	jamesmalan@gmail.com
MAR001	Ken Marshall	071 123 456 789	071 123 456 789	071 123 456 789	kenmar@telkomsa.net
NOV001	Novtel Property	0861 66 88 35	0861 66 88 35	0861 66 88 35	info@novtel.com
PET001	Pete's Plumbing	082 123456789	082 123456789	082 123456789	pete@plumbing.co.za
RAD001	Jake Rademan	083 123 456 789	083 123 456 789	083 123 456 789	jake@gmail.com
UPT001	Luke Upton	077 123 456 789	077 123 456 789	077 123 456 789	lupton@gmail.com

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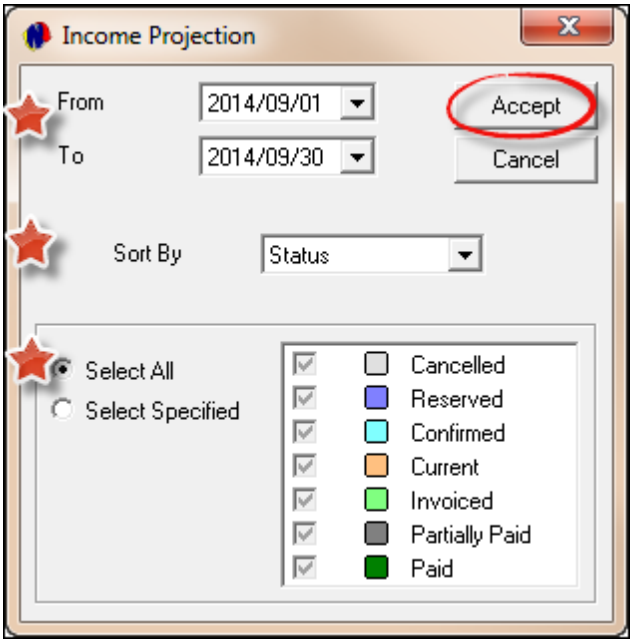
➢Contract Income to Report

In order to print an "**Income Projection**" Report, click on "**Reports - Income To**..."

- Select the dates for the Report, and then the "**Sort Order**" (Either "**Rental Number**"or "**Status**")
- Now, click either "**Select All**" or "**Select Specified**" (This refers to the statuses of the bookings to be viewed - tick the check-box next to the status to be viewed if you chose "**Select Specified**")
- Click "**Accept**" to display the report in HTML Format



INCOME PROJECTION

Date and Time Report printed : 2014/09/08 08:48:11 AM
Report for the period 1 September 2014 to 30 September 2014
Novtel Property

Res	Tenant	Arrival Date	Departure Date	Status	Total
2	AND001 - Andrews, Shawn	01/09/2014	30/09/2014	Cancelled	R 4 560.00
14	BAR001 - Bargain Clothing	01/09/2014	30/09/2014	Reserved	R 6 000.00
26	UNI001 - Uniforms Manufacturers	15/09/2014	30/09/2014	Reserved	R 7 000.00
50	VIL001 - Viljoen, Jeff	01/09/2014	30/09/2014	Reserved	R 7 000.00
62	CON001 - Constantia Art And Craft Suppliers	01/09/2014	30/09/2014	Reserved	R 4 500.00
86	DUR001 - Du Randt, JJ	01/09/2014	30/09/2014	Reserved	R 4 500.00
98	BUT001 - Button, Steve	15/09/2014	30/09/2014	Reserved	R 4 560.00
111	JAN001 - Jane's Pharmacy	01/09/2014	30/09/2014	Reserved	R 6 000.00
135	DUV001 - Duvet and Pillow Manufacturers	01/09/2014	30/09/2014	Reserved	R 8 000.00
					R 52 120.00

This concludes the manual for Novtel Property Management Free Version. For more information, please register on Novtel's Forum at http://www.novtel.com/forum/index.php

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Our Pastel integrating software include products for:

- Property Management
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- Self-Storage
- Equipment Hire*
- Relations Management*
- Hospitality*
- Contract Management
- Toilet Hire*
- Service Business Rental
- Point of Sale: Retail*
- Point of Sale: Restaurant*
- Workshop Management*
- Gate / Facility Access Control*
- Standard Operating Procedure (SOP) Management*

* Can also be used as stand-alone applications

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Global Property Online and Country related Website Portals are the marketing medium between Estate Agents / Private Owners and Property Buyers / Renters. These Portals also include an Online CRM (Customer Relations Management) System:

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- Property in Portugal for sale – www.propertyinportugalforsale.com
- Australia Property – www.australia-property.net
- BLOG – www.blog.globalpropertyonline.net

NOVTEL GROUP

Company Reg. CK1996/055394/23
VAT Number: 4360161451

WWW.NOVTEL.COM

South Africa Tel: 0861 668 835
International Tel: +27 (0)44 695 4886
Fax: +27 (0)44 695 4883
E-mail: sales@novtel.com

NOVTEL HEAD OFFICE

Diaz Office Park
Block 1 Unit 30
Diaz Beach
Mossel Bay
South Africa

PO Box 916
Hartenbos
6520
South Africa

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